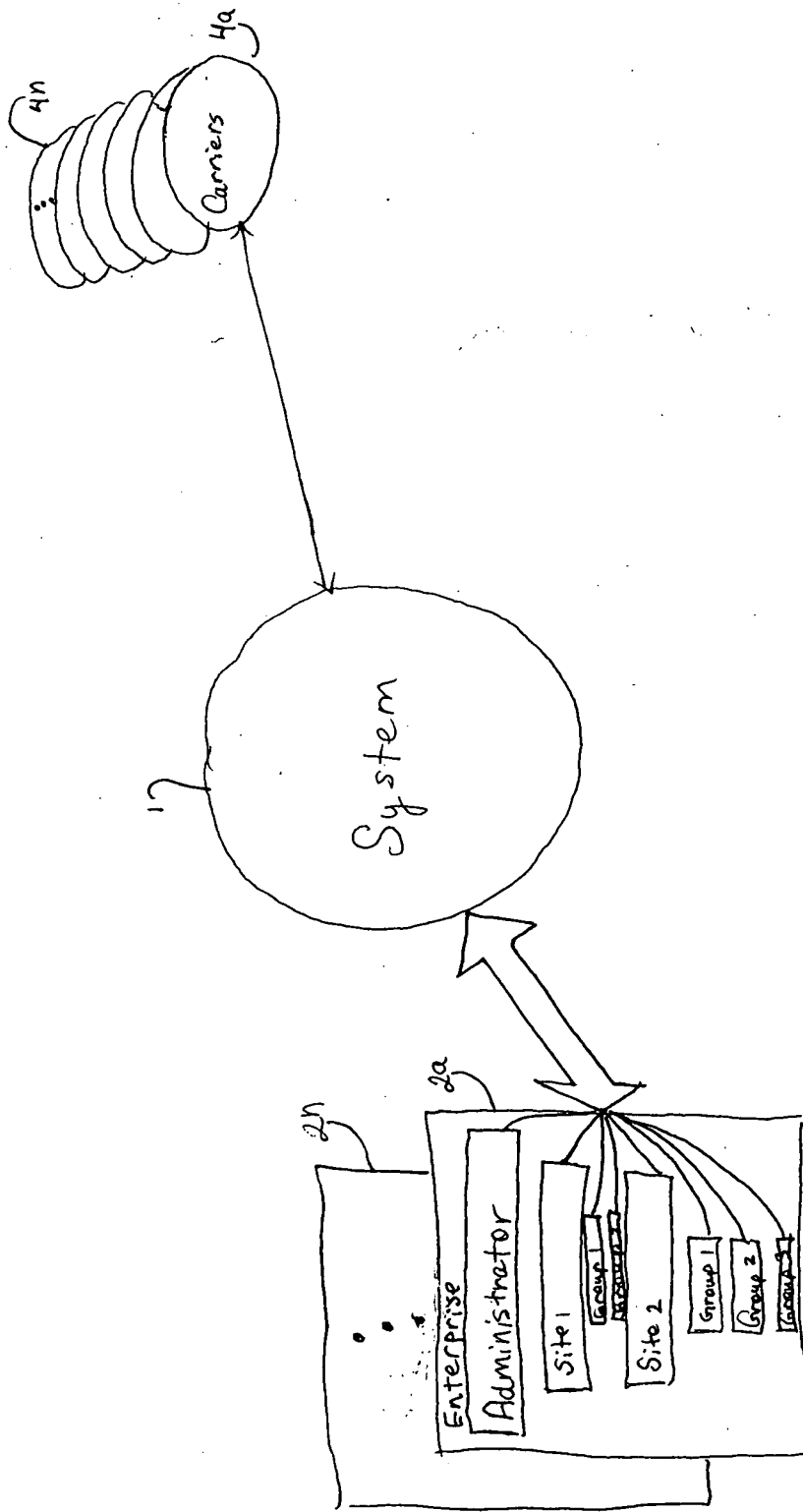
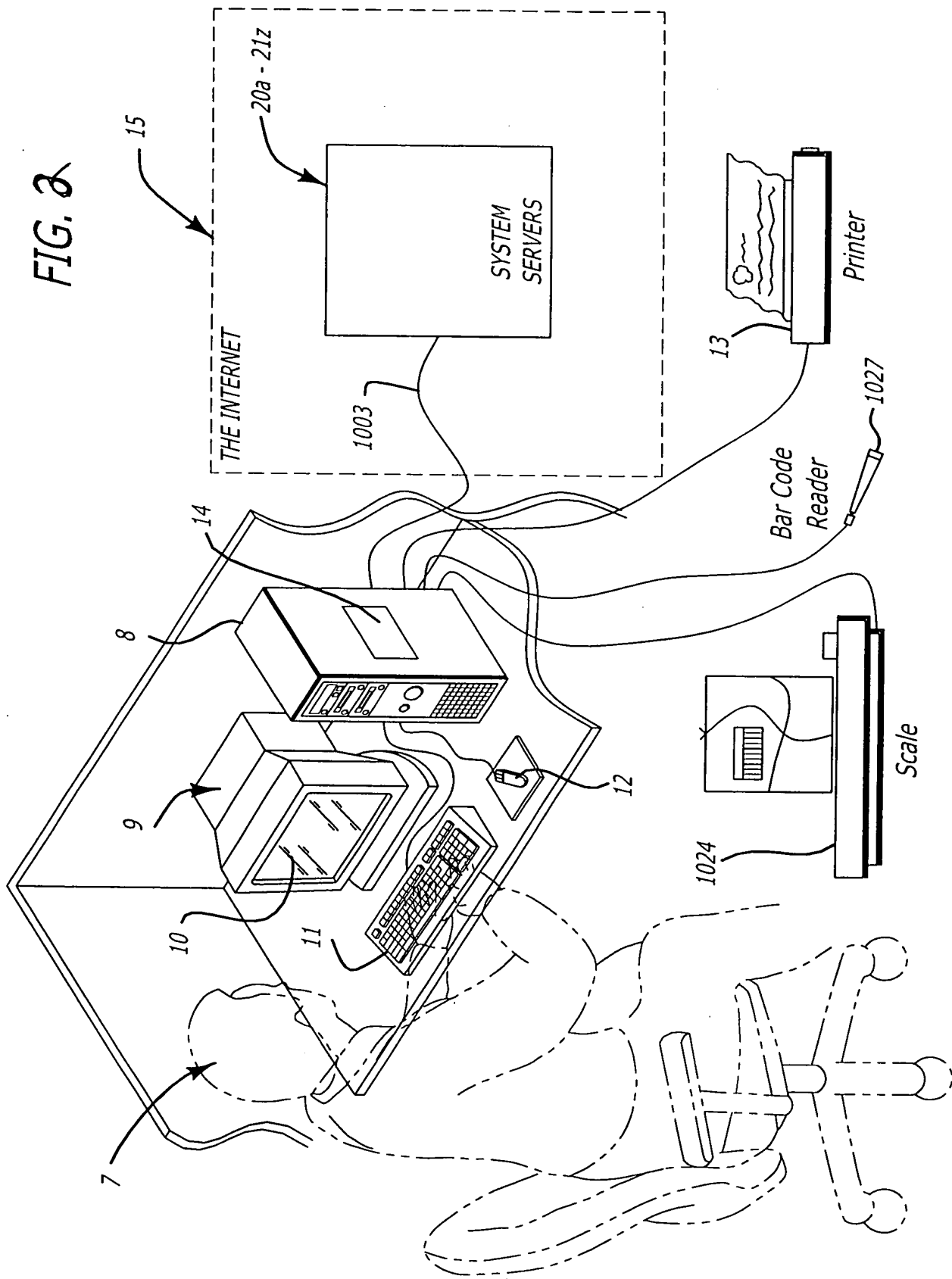


[illegible]

15



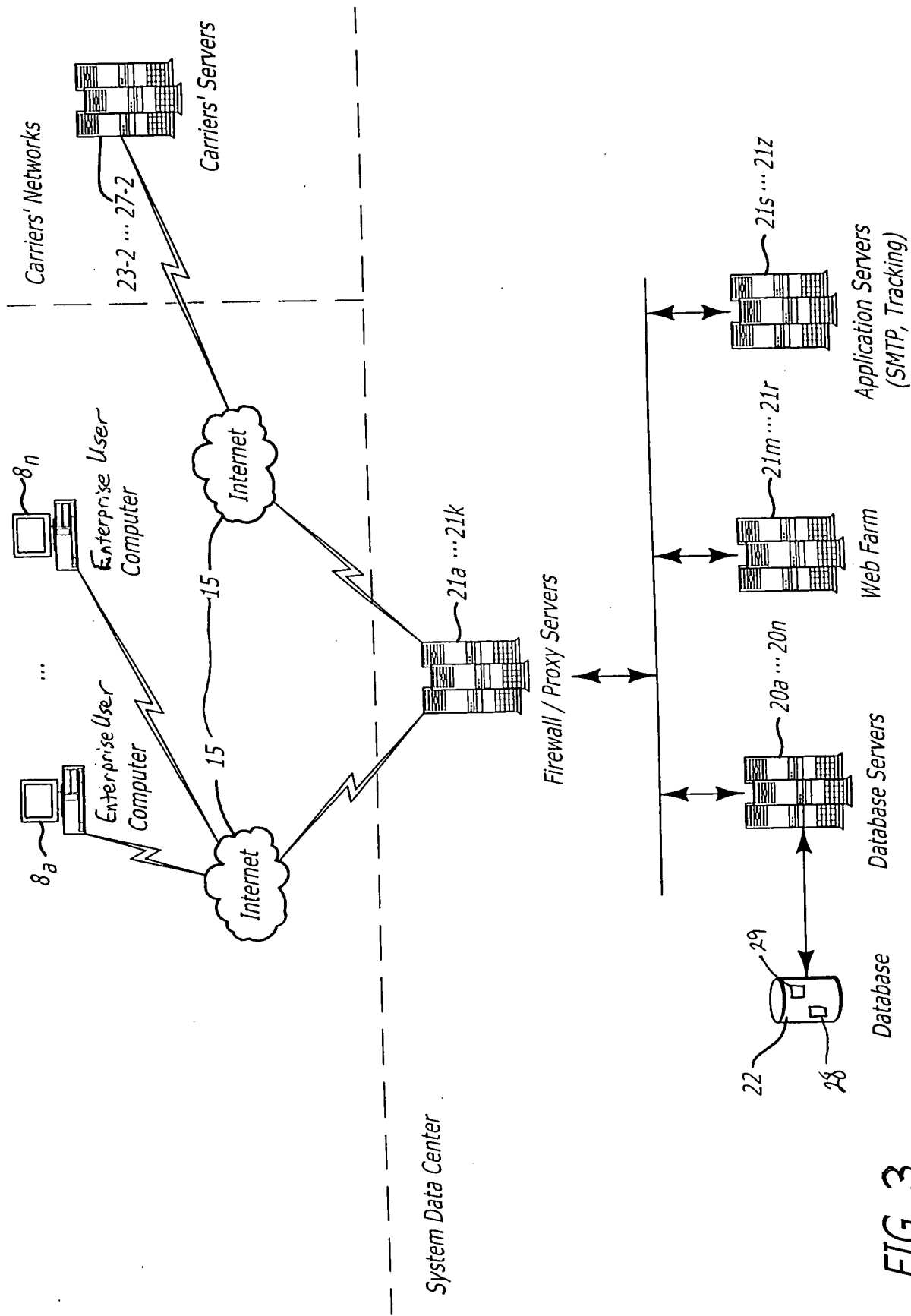


FIG. 3



# Admin Client sets Account Desktop Client Privileges

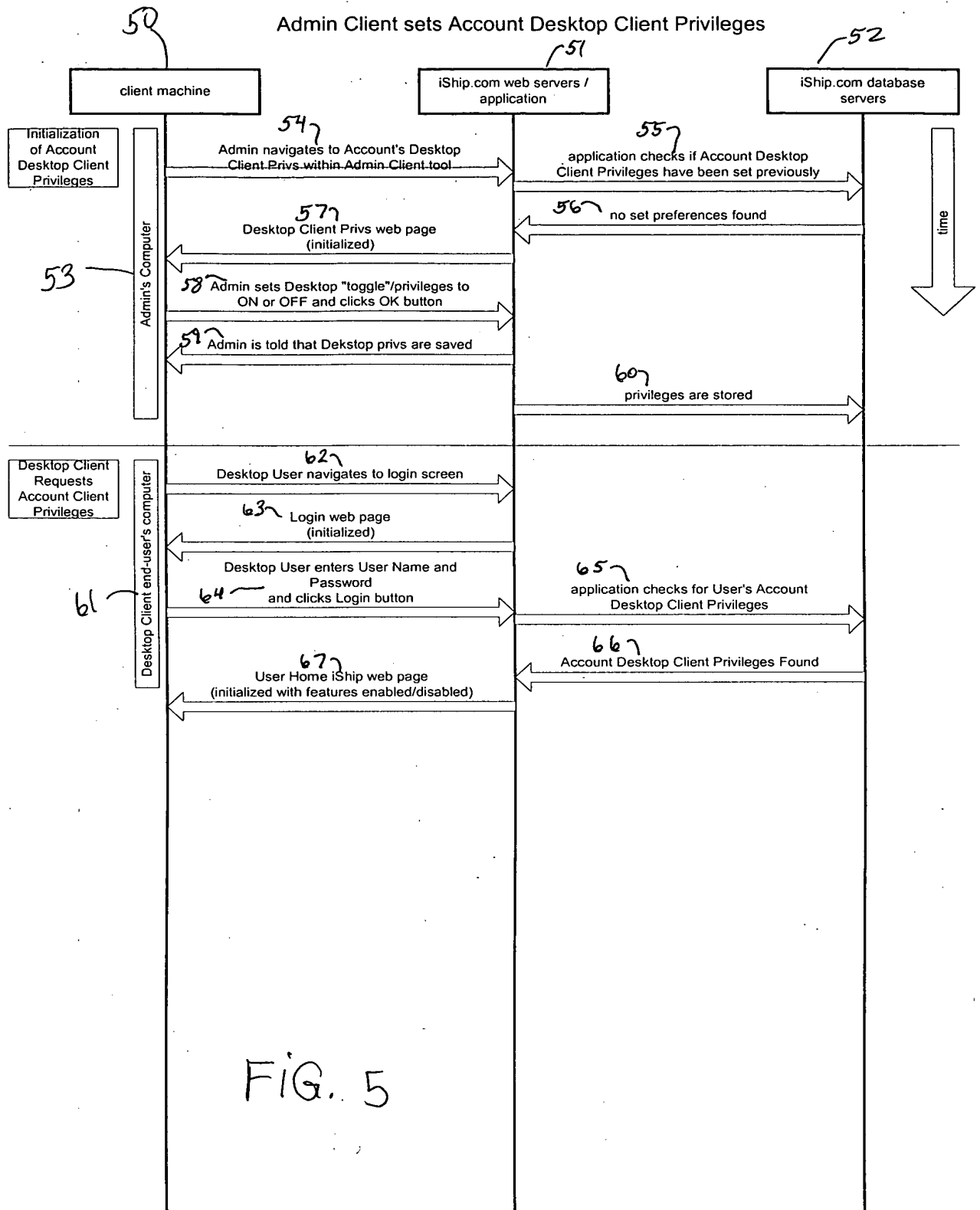


FIG. 5

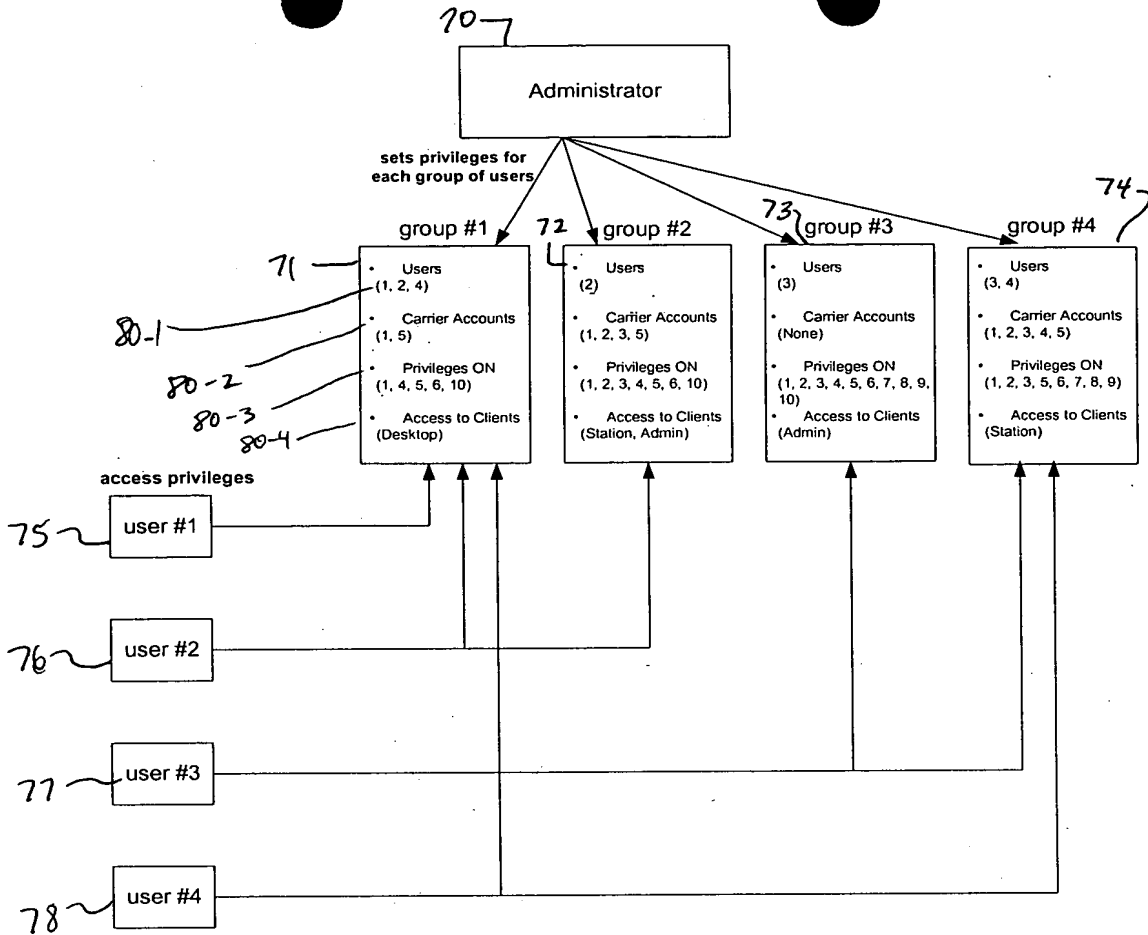


FIG. 6



○ Welcome to iShip.com

## My iShip

**Help**

# Log On

### Registered Users

Enter your User ID and Password then click Next. Your User ID is usually your e-mail address.

**User ID:**

1. *What kind of business is your company? (e.g., retail, manufacturing, services, etc.)*

**Password:**

\_\_\_\_\_

☒ Remember my name and password for easy log on.

## Password Recovery

If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, click [Recovery](#) and we will attempt to recover your Password. [\[ Help \]](#)

### New Users

If you would like to join iShip.com or learn more about using our shipping service, [\[ Help \]](#) click [Register](#) or visit our [Home Page](#) and click on [How It Works](#).

Home

## Contact Us

### Having trouble?

### Questions et commentaires

RECEIVED

[Site Privacy Policy](#)  
 © 2013

**➤ Next**



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FIG. 7





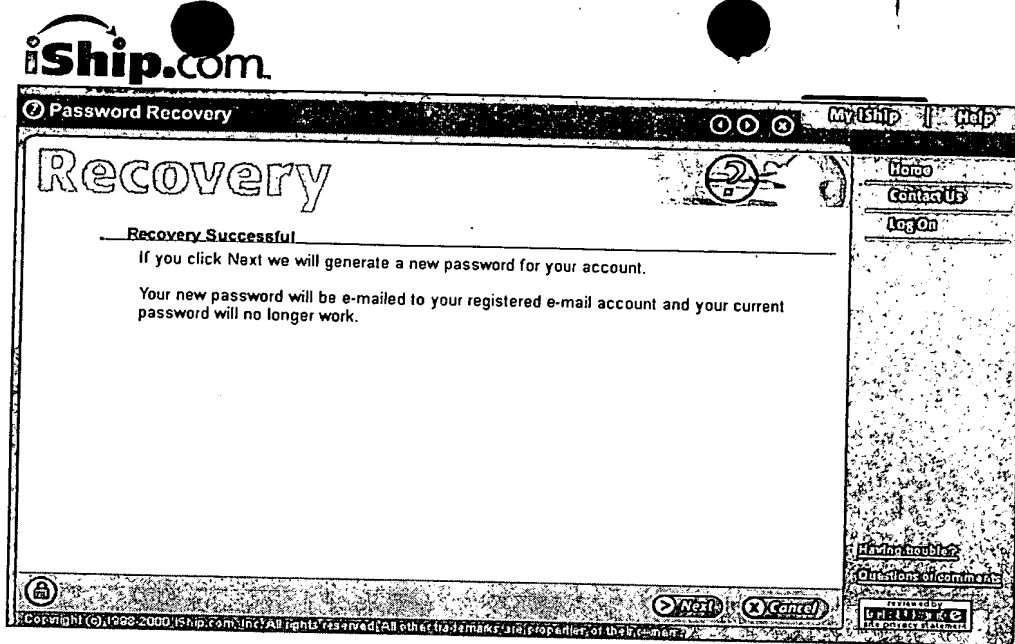


FIG. 10

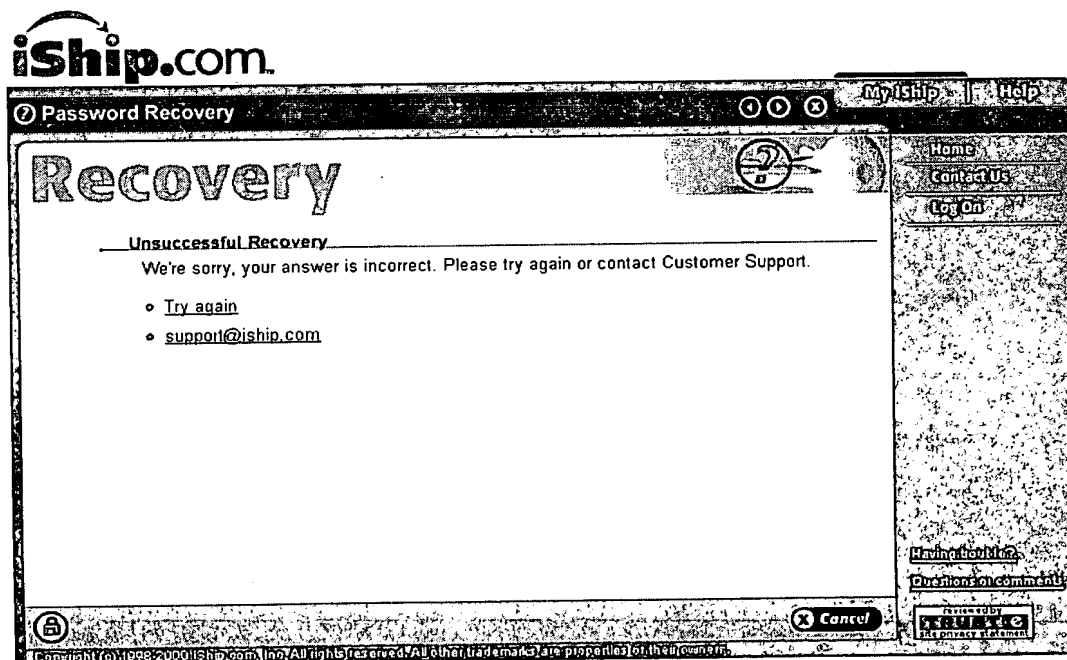


FIG. 11

**iShip.com.**

Welcome Lory!

My iShip | Price It | Ship It | Track It | Sell It | Help

**My iShip™** 14 JANUARY 2000

**What's iShip All About?**



See how our service works—from comparing rates to reviewing your shipping activity.



Having trouble?  
[support@iship.com](mailto:support@iship.com)  
General questions?  
[info@iship.com](mailto:info@iship.com)  
Other? [Go to more.](#)

**Want your shipping activities to be a little more automated?**  
Set defaults that streamline your shipping activities in [Preferences](#).

**Missed your shipping deadline?**  
Find other **drop off locations**.  
Find alternate drop off locations with the new [Drop Off Locator](#).



**We've been busy!**  
Take a look at all the **cool new features and enhancements.**

This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. [Click here.](#)

**Your Most Recent Package and Shipment Summaries**

Click on the Status icon to go to that item in your [Shipping History](#).

Outbound		Inbound		Pending	
Status	Ship To	Pkgs.	Carrier & Service	Ship Date	Delv. Date
●	David Mason	1	UPS Ground	11/22/99	--
●	Tara Wagner	1	UPS Ground	11/22/99	--
●	Adam Krett	1	UPS Ground	11/22/99	--
●	John Smith	2	UPS Ground	11/21/99	--
●	Jacob Lewis	1	Airborne Second Day	10/10/99	10/21/99

Status icons: ● Shipped ● In Transit ● Delivered ● Exception



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- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

**QuickPrice**

Origin ZIP:

Destination ZIP:

Package Weight:

**Letter**

**QuickTrack**

Tracking number:

Having trouble?  
[Questions or comments](#)

FIG. 12

My iShip | Price It | Ship It | Track It | Sell It | Help

Address Book - Addresses

Personal | Company | Local

123 ABCDEFGHIJKLMNOPQRSTUVWXYZ Nicknames Find

Select	Edit	Nickname	Contact Name	Company	City/State/Zip
<input checked="" type="checkbox"/>	[EDIT]	ACME CEO	Conrad Hunter	ACME, Inc.	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	Altireight	Dan Giles	Altireight Insurance	Bellevue, WA 98006
<input checked="" type="checkbox"/>	[EDIT]	AGray	Amber Gray	Walking Rain	Reston, WA 98050
<input checked="" type="checkbox"/>	[EDIT]	Belh	Elizabeth Callahan	This Company	Spring Lake Heights, NJ 07763-0098
<input type="checkbox"/>	[EDIT]	BEster	Boris Ester	Walking Rain	Reston, WA 98050
<input type="checkbox"/>	[EDIT]	Bergs	Matt and Heidi Berg		Kirkland, WA 98034
<input type="checkbox"/>	[EDIT]	BHanna	Becky Hanna	Walking Rain	Reston, WA 98050
<input checked="" type="checkbox"/>	[EDIT]	Blaines	Bill and Mick Blaine		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	BSmasne	Bob Smasne	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	BSmith	Bill Smith	AllBusiness.com	San Francisco, CA 94111
<input type="checkbox"/>	[EDIT]	Buckmans	Tim and Sandy Buckman		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	CBarey	Cathy Barey		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	CIndy	Cindy Brown		Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	DDanthorp	David Danthorp	Internet, Inc.	Ellensburg, WA 98926

View History Delete Add Done

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My iShip Home

Address Book

Address

Groups

Saved Packages

Setup Wizard

Preferences

Log Off

Having trouble?

Questions or comments

FIG. 13

**Contact and Address Information**

Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:   
 Contact Name:   
 Location:  [Go to Locations](#)  
 Company:   
 Street:   
 Floor/Room:   
 Department:   
 Country:   
 City:   
 State/Province:  [Look Up Zip](#)  
 ZIP/Postal Code:  [Look Up City, State](#)  
 Telephone:   
 Fax:   
 E-mail Address:   
 Address Type: ☐ Business ☒ Residence  
 Flights of Stairs:   
 Loading Dock: ☐ Yes ☒ No  
 Appointment: ☐ Required ☒ Not Required

**MyShip Home**

- Address Book
- Addresses
- Locations
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

[Having trouble?](#)  
[Questions or comments?](#)

FIG. 14

**Groups**

< Previous | 1-15 | Next >

My iShip Home

Address Book  
Additions  
Non-Personal

Saved Packages  
Setup Wizard  
Preferences  
Log Off

Having trouble?  
Questions or comments?

PRUPT

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FIG. 15

This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.

**Account Information**

IShip Account Number: MX4457 [Change]  
 User Name: LoryK  
 Contact Info: Lory Krett lory@iship.com  
 IShip.com (425) 602-4848  
 3535 Factoria Blvd SE  
 Suite 500  
 Bellevue, WA 98006

**Password**

Recovery Question: What is my childhood pet's name? [Change]  
 Recovery Answer: Whiskers

**Carrier Information**

**FedEx** Account Number: 11245677 [Change]  
 Pickup Time: 4:30pm  
 Status: Active  
**UPS** Account Number: 4433 6755 [Change]  
 Pickup Time: 4:30pm  
 Status: Active

Show rates for these carriers:

**Drop Off/Pickup Location**

Default Origin ZIP Code: 98006 [Change]  
 Airborne Express: Calling the carrier for pickup  
 FedEx: Scheduled pickup  
 UPS: Scheduled pickup  
 USPS: Scheduled pickup  
 Yellow Freight: Arranging for pickup

My iShip Home

Address Book

Saved Packages

Setup Wizard

Preferences

Account Info

Change Password

Carrier Info

Drop Off/Pickup

Account Info

Log Off

110

111

112


113

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FIG. 16

10/22/00 11:02:30



○ Preferences - Account Information		My iShip   Price It   Ship It   Track It   Sell It   Help	
Account Information:	iShip Account Number:	MX4457	[Help]
	User Name:	LoryK	
	Contact Name:	Lory Krell	
	Company:	iShip.com	
	Street:	3535 Factoria Blvd SE	
	Room/Floor:	Suite 500	
	Department:		
	City:	Bellevue	
	State:	WA - Washington	US
	ZIP Code:	98006	
	Telephone:	(425)602-4848	
	Fax:	(425) 555-1100	
E-mail Address:	lory@iship.com		
<input type="checkbox"/> Receive shipping information updates.			
<input checked="" type="checkbox"/> Receive shipping notifications via e-mail.			
<input checked="" type="checkbox"/> Remember my name and password for easy log on.			
<a href="#">Deactivate my account.</a>			
		<input type="button" value="Save"/> <input checked="" type="button" value="Cancel"/>	
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[My iShip Home](#)

[Address Book](#)

[Saved Packages](#)

[Setup Wizard](#)

☒ [Print Account](#)

[Account Info](#)

[Change Password](#)

[Carrier Info](#)

[Package Options](#)

[Shipment Options](#)

[Drop Off/Pickup](#)

[Applications](#)

[Payment](#)


[Log Off](#)

Having trouble?

[Frequently Asked Questions](#)

[Questions or comments?](#)

1-800-851-1100



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- 112
- 122
- 123
- 113
- 114
- 126

FIG. 17

**Preferences - Carrier Information** My iShip | Price It | Ship It | Track It | Sell It | Help

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

**Carrier accounts:**

**FedEx** Account Number: 11245677 [Add Account]  
 Status: ACTIVE [Help]  
 Pickup Time: 4:30pm

**UPS** Account Number: 4433 6755  
 Status: ACTIVE  
 Pickup Time: 4:30pm

**Default carriers and services:**

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name. [Help]

<input checked="" type="checkbox"/> Airborne Express	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> FedEx	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> UPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Next Day Air Early AM	8:30am
<input checked="" type="checkbox"/> Next Day Air	10:30am
<input checked="" type="checkbox"/> Next Day Air Saver	3:00pm
<input type="checkbox"/> 2nd Day Air AM	12:00pm
<input type="checkbox"/> 2nd Day Air	End of Day
<input type="checkbox"/> 3 Day Select	End of Day
<input type="checkbox"/> Ground	End of Day
<input checked="" type="checkbox"/> USPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Yellow	<input type="radio"/> Preferred

**iShip supported carriers:** ☐ Ship with iShip supported carriers only. [Help]

**Rate grid highlight:** In the Rate Grid, always highlight:  
☒ Fastest Delivery  
☐ Cheapest Delivery [Help]

Save Cancel

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- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Payment
- Account Info
- Change Password
- Carrier Info
- Package Labels
- Shipment Labels
- Web Order Entry
- Applications
- Payment
- Log Off

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131a

132

128

135

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FIG. 18

000000377-032704



iShip.com

My iShip | Price It | Ship It | Track It | Sell It | Help

○ Preferences - Drop Off/Pickup

Default Origin ZIP Code: 98006 149 [ Help ]

If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.

My Default Drop Off/Pickup Location for Each Carrier is:

**Airborne Express** [ Help ]

My location by calling the carrier for pickup

**Federal Express**

My location through scheduled pickup

**United Parcel Service (UPS)**

My location through scheduled pickup

**United States Postal Service (USPS)** 152

My location through scheduled pickup

**Yellow**

My location by arranging for pickup

150 151

Save Cancel

My iShip Home

Address Book

Saved Packages

Setup Wizard

Order history

Account Info

Change Password

Carrier Info

Package Options

Shipment Options

Drop Off Address

Applications

Print Label

Log Off

Having trouble?

Questions or comments?

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FIG. 19

09820377 032704

**Preferences - Package Options** My iShip | Price It | Ship It | Track It | Sell It | Help

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

**The value of the contents is:**  
I want to protect my package from carrier loss or damage.

\$  [ Help ]

**Package Reference Number:**  
Give each package a reference number for your records. [ Help ]

**Service Options:**

- ☒ **Verbal Confirmation**  
This option can only be used with UPS Next Day Early AM. The confirmation call will be made to the phone number you enter in phone number field in your return address. [ Help ]
- ☒ **E-mail Notification**  
E-mail notification of delivery requires an e-mail address on the return address page. [ Help ]
- ☒ **Delivery Confirmation**  
This option can only be used with USPS services. [ Help ]
- ☒ **Proof of Delivery**  
This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included on the response. [ Help ]
- ☐ **Adult Signature Required**
- ☐ **Call Tag**  
This option can only be used with UPS Ground service. [ Help ]
- ☐ **Merchandise Description:**
- ☐ **Certified Mail**  
This option can only be used with USPS Priority Mail or Parcel Post. [ Help ]
- ☐ **Return Receipt**  
This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00. [ Help ]

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**My iShip Home**

[Address Book](#)

[Saved Packages](#)

[Setup Wizard](#)

[Preferences](#)

[Account Info](#)

[Change Password](#)

[Sign In](#)

[Package Options](#)

[Shipment Options](#)

[Rate Calculator](#)

[Authentication](#)

[Payment](#)

[Log Off](#)

FIG. 20

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Destination Address:

☒ Business ☐ Residence

Shipment Reference Number:

Give your shipment a reference number for your records: [Help]

Add labor or materials fees to my shipping charge:

☐ % of shipping charges and/or  
☐ fixed amount

You will see the total of carrier shipping charges plus your handling charges. [Help]

Service Options:

☒ Delivery Deadline

If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. [Help]

Next Day [5]

☐ Guaranteed Delivery

When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid. [Help]

☐ Deliver Without Signature

Checking this box authorizes FedEx to deliver your shipment without obtaining a signature. [Help]

☐ Set Earliest Delivery Time

This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. [Help]

9:30am [5]

☐ Documents Only

This option is only applicable for shipments sent to International destinations. [Help]

☐ Non-Dutiable

This option is only applicable for shipments sent to International destinations. [Help]

Freight Pickup:

Stairs

Please indicate the number of flights of stairs. [Help]

2

☐ Loading Dock

Select this if there is a loading dock at the pickup location.

☐ Appointment Required

Select this if an appointment is required for pickup.

Freight Delivery:

Stairs

Please indicate the number of flights of stairs. [Help]

2

☐ Loading Dock

Select this if there is a loading dock at the delivery location.

☐ Appointment Required

Select this if an appointment is required for delivery.

My iShip Home

Address Book

Saved Packages

Setup Wizard

☒ Preferences

Account Info

Change Password

Carrier Info

Package Options

☐ Shipment Options

More Options

Print Labels

Payment

Log Off

Having trouble?

Questions or comments?

Feedback

Help



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Save

Cancel

Print

Help

FIG. 21

iShip.com.

My iShip | Price It | Ship It | Track It | Sell It | Help

Preferences - Applications

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Application Start Pages:	<input checked="" type="checkbox"/> Show Application Start Pages (Help) <input checked="" type="checkbox"/> Ship It <input checked="" type="checkbox"/> Price It <input checked="" type="checkbox"/> Sell It <input checked="" type="checkbox"/> Preferences
Package Options:	<input checked="" type="checkbox"/> Show Advanced Package Options (Help) Explanation about Advanced Package Options.
Log Off Message:	<input checked="" type="checkbox"/> Show Log Off Message (Help) Explanation about Log Off Message.
Track It Options:	Display this page first in Track It. (Help) <input type="button" value="Track a Package"/>

Save Cancel

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226  
227  
220  
221  
222  
223  
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- My iShip Home
- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Account Info
- Change Password
- Print Info
- Package Orders
- Shipment Orders
- Log Off
- Help
- Having trouble?
- Questions or comments?

FIG. 22

iShip.com.

My iShip | Price It | Ship It | Track It | Sell It | Help

Preferences - Payment Information

Default payment type: Short explanation about different payment types. (Help)

Credit Card

Credit card info and billing address: You may choose to store your credit card data here. (Help)

Card Number: 1234 5678 9101 2345 (231)

Expires: 02 / 2002 (233)

First Name: Lory (234)

Last Name: Krett (235)

E-mail Address: lory@iship.com (236)

Company: iShip.com (237)

Street: 3535 Factoria Blvd. SE (238)

City: Bellevue (239)

State: WA - Washington (240)

ZIP Code: 98006 (241)

Telephone: (425) 602-4848 (242)

By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.

Save Cancel

Copyright © 1999-2000 iShip.com, Inc. All rights reserved. All other trademarks are property of their owners.

230

FIG. 23

09820377 03304

Copyright (c) 1998-2000 iShip.com. All rights reserved. Read our legal notices and privacy policy. Patents pending.

FIG. 24

2000 年 12 月 31 日 止 的 年 度 內 的 經 營 業 績 及 財 務 狀 況 概 況 表 如 下 表 所 示



<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> <div>11</div> <div>12</div> <div>13</div> <div>14</div> <div>15</div> <div>16</div> <div>17</div> <div>18</div> <div>19</div> <div>20</div> <div>21</div> <div>22</div> <div>23</div> <div>24</div> <div>25</div> <div>26</div> <div>27</div> <div>28</div> <div>29</div> <div>30</div> <div>31</div> <div>32</div> <div>33</div> <div>34</div> <div>35</div> <div>36</div> <div>37</div> <div>38</div> <div>39</div> <div>40</div> <div>41</div> <div>42</div> <div>43</div> <div>44</div> <div>45</div> <div>46</div> <div>47</div> <div>48</div> <div>49</div> <div>50</div> <div>51</div> <div>52</div> <div>53</div> <div>54</div> <div>55</div> <div>56</div> <div>57</div> <div>58</div> <div>59</div> <div>60</div> <div>61</div> <div>62</div> <div>63</div> <div>64</div> <div>65</div> <div>66</div> <div>67</div> <div>68</div> <div>69</div> <div>70</div> <div>71</div> <div>72</div> <div>73</div> <div>74</div> <div>75</div> <div>76</div> <div>77</div> <div>78</div> <div>79</div> <div>80</div> <div>81</div> <div>82</div> <div>83</div> <div>84</div> <div>85</div> <div>86</div> <div>87</div> <div>88</div> <div>89</div> <div>90</div> <div>91</div> <div>92</div> <div>93</div> <div>94</div> <div>95</div> <div>96</div> <div>97</div> <div>98</div> <div>99</div> <div>100</div> </div> <div>My iShip   Cart   Ship   Track   Sell   Help</div>		<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> <div>11</div> <div>12</div> <div>13</div> <div>14</div> <div>15</div> <div>16</div> <div>17</div> <div>18</div> <div>19</div> <div>20</div> <div>21</div> <div>22</div> <div>23</div> <div>24</div> <div>25</div> <div>26</div> <div>27</div> <div>28</div> <div>29</div> <div>30</div> <div>31</div> <div>32</div> <div>33</div> <div>34</div> <div>35</div> <div>36</div> <div>37</div> <div>38</div> <div>39</div> <div>40</div> <div>41</div> <div>42</div> <div>43</div> <div>44</div> <div>45</div> <div>46</div> <div>47</div> <div>48</div> <div>49</div> <div>50</div> <div>51</div> <div>52</div> <div>53</div> <div>54</div> <div>55</div> <div>56</div> <div>57</div> <div>58</div> <div>59</div> <div>60</div> <div>61</div> <div>62</div> <div>63</div> <div>64</div> <div>65</div> <div>66</div> <div>67</div> <div>68</div> <div>69</div> <div>70</div> <div>71</div> <div>72</div> <div>73</div> <div>74</div> <div>75</div> <div>76</div> <div>77</div> <div>78</div> <div>79</div> <div>80</div> <div>81</div> <div>82</div> <div>83</div> <div>84</div> <div>85</div> <div>86</div> <div>87</div> <div>88</div> <div>89</div> <div>90</div> <div>91</div> <div>92</div> <div>93</div> <div>94</div> <div>95</div> <div>96</div> <div>97</div> <div>98</div> <div>99</div> <div>100</div> </div> <div>Price It</div>	
<div> <div>Shipping ORIGIN:</div> <div>149</div> <div>Shipping DESTINATION:</div> <div>261</div> <div>262</div> <div>264</div> <div>The delivery address for my shipment is a:</div> <div>Number of packages in my shipment:</div> <div>4</div> <div>270</div> <div>271</div> <div>All the packages in my shipment are the same:</div> <div>272</div> </div>		<div> <div>ZIP Code:</div> <div>98006</div> <div>98125, for example</div> <div>Drop Off Locator</div> <div>NOTE: iShip.com currently supports packages shipped from the U.S. only.</div> <div>Nickname:</div> <div>Address Book</div> <div>(Help)</div> <div>Country:</div> <div>United States</div> <div>City:</div> <div>State:</div> <div>(Select One)</div> <div>Look up ZIP</div> <div>ZIP Code:</div> <div>Look up City, State</div> <div>Business</div> <div>Residence</div> <div>273</div> <div>274</div> <div>275</div> <div>276</div> <div>277</div> <div>278</div> <div>279</div> <div>280</div> <div>281</div> <div>282</div> <div>283</div> <div>284</div> <div>285</div> <div>286</div> <div>287</div> <div>288</div> <div>289</div> <div>290</div> <div>291</div> <div>292</div> <div>293</div> <div>294</div> <div>295</div> <div>296</div> <div>297</div> <div>298</div> <div>299</div> <div>300</div> <div>301</div> <div>302</div> <div>303</div> <div>304</div> <div>305</div> <div>306</div> <div>307</div> <div>308</div> <div>309</div> <div>310</div> <div>311</div> <div>312</div> <div>313</div> <div>314</div> <div>315</div> <div>316</div> <div>317</div> <div>318</div> <div>319</div> <div>320</div> <div>321</div> <div>322</div> <div>323</div> <div>324</div> <div>325</div> <div>326</div> <div>327</div> <div>328</div> <div>329</div> <div>330</div> <div>331</div> <div>332</div> <div>333</div> <div>334</div> <div>335</div> <div>336</div> <div>337</div> <div>338</div> <div>339</div> <div>340</div> <div>341</div> <div>342</div> <div>343</div> <div>344</div> <div>345</div> <div>346</div> <div>347</div> <div>348</div> <div>349</div> <div>350</div> <div>351</div> <div>352</div> <div>353</div> <div>354</div> <div>355</div> <div>356</div> <div>357</div> <div>358</div> <div>359</div> <div>360</div> <div>361</div> <div>362</div> <div>363</div> <div>364</div> <div>365</div> <div>366</div> <div>367</div> <div>368</div> <div>369</div> <div>370</div> <div>371</div> <div>372</div> <div>373</div> <div>374</div> <div>375</div> <div>376</div> <div>377</div> <div>378</div> <div>379</div> <div>380</div> <div>381</div> <div>382</div> <div>383</div> <div>384</div> <div>385</div> <div>386</div> <div>387</div> <div>388</div> <div>389</div> <div>390</div> <div>391</div> <div>392</div> <div>393</div> <div>394</div> <div>395</div> <div>396</div> <div>397</div> <div>398</div> <div>399</div> <div>400</div> <div>401</div> <div>402</div> <div>403</div> <div>404</div> <div>405</div> <div>406</div> <div>407</div> <div>408</div> <div>409</div> <div>410</div> <div>411</div> <div>412</div> <div>413</div> <div>414</div> <div>415</div> <div>416</div> <div>417</div> <div>418</div> <div>419</div> <div>420</div> <div>421</div> <div>422</div> <div>423</div> <div>424</div> <div>425</div> <div>426</div> <div>427</div> <div>428</div> <div>429</div> <div>430</div> <div>431</div> <div>432</div> <div>433</div> <div>434</div> <div>435</div> <div>436</div> <div>437</div> <div>438</div> <div>439</div> <div>440</div> <div>441</div> <div>442</div> <div>443</div> <div>444</div> <div>445</div> <div>446</div> <div>447</div> <div>448</div> <div>449</div> <div>450</div> <div>451</div> <div>452</div> <div>453</div> <div>454</div> <div>455</div> <div>456</div> <div>457</div> <div>458</div> <div>459</div> <div>460</div> <div>461</div> <div>462</div> <div>463</div> <div>464</div> <div>465</div> <div>466</div> <div>467</div> <div>468</div> <div>469</div> <div>470</div> <div>471</div> <div>472</div> <div>473</div> <div>474</div> <div>475</div> <div>476</div> <div>477</div> <div>478</div> <div>479</div> <div>480</div> <div>481</div> <div>482</div> <div>483</div> <div>484</div> <div>485</div> <div>486</div> <div>487</div> <div>488</div> <div>489</div> <div>490</div> <div>491</div> <div>492</div> <div>493</div> <div>494</div> <div>495</div> <div>496</div> <div>497</div> <div>498</div> <div>499</div> <div>500</div> <div>501</div> <div>502</div> <div>503</div> <div>504&lt;/</div></div>	

FIG. 25

283

**Drop Off Locator**
Previous [ 1-10 ] Next

**Location Type:** Drop box or carrier self service stations

**Carrier:** Airborne

Go

☒ Only show locations where today's deadline has not yet passed.

Carrier/Phone	Type/Deadline	Address	Comments
Airborne (425) 602-1111	Drop Box 4:30 pm	1111 Factoria Blvd SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00 pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 6:00 pm	3650 131st Ave SE Bellevue, WA 98005	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678	Drop Box 6:00 pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101	Drop Box 4:30 pm	110 110th Ave NE Bellevue, WA 98005	110 Atrium Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30 pm	1309 114th SE Bellevue, WA 98005	Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00 pm	13216 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5161	Drop Box 6:00 pm	325 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30 pm	3326 160th Ave SE Bellevue, WA 98005	Boeing-Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222	Drop Box 4:30 pm	9725 SE 36th Mercer Island, WA 98009	Globe Bldg West drive thru entrance

Close

FIG. 26

Return address:

[ Change ]

Lory Krett  
iShip.com  
3535 Factoria Blvd. SE  
Floor 5  
Bellevue, WA 98006  
(425) 602-4848  
lory@iship.com

Destination address:

Nickname: BEster  
Contact Name: Boris Ester  
Company: Walking Rain  
Street: 12020 122nd Ave NE  
Floor/Room: Suite 200  
Department:  
Country: United States  
City: Ellensburg  
State/Province: WA - Washington  
ZIP/Postal Code: 98926-9988  
Telephone: (425) 555-1133  
Fax: (425) 555-1100  
E-mail Address: bester@walkingrain.com  
Address Type: ☒ Business ☐ Residence

☐ Add this address to my Address Book.

E-mail notification:

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail.

Name: E-mail address:  
#1 John Jadwin johnj025@this\_email.com  
#2 Sarah Lewis sarah01@email.com

Message:

Package Information:

Description: Browse  
Reference No.:

- 1 Shipping Address
- 2 Product Info
- 3 Subscriptions
- 4 Print Address
- 5 Payment
- 6 Print

Log Off

Show Rates

Save

Back

Next

Cancel

FIG. 27



FIG. 28



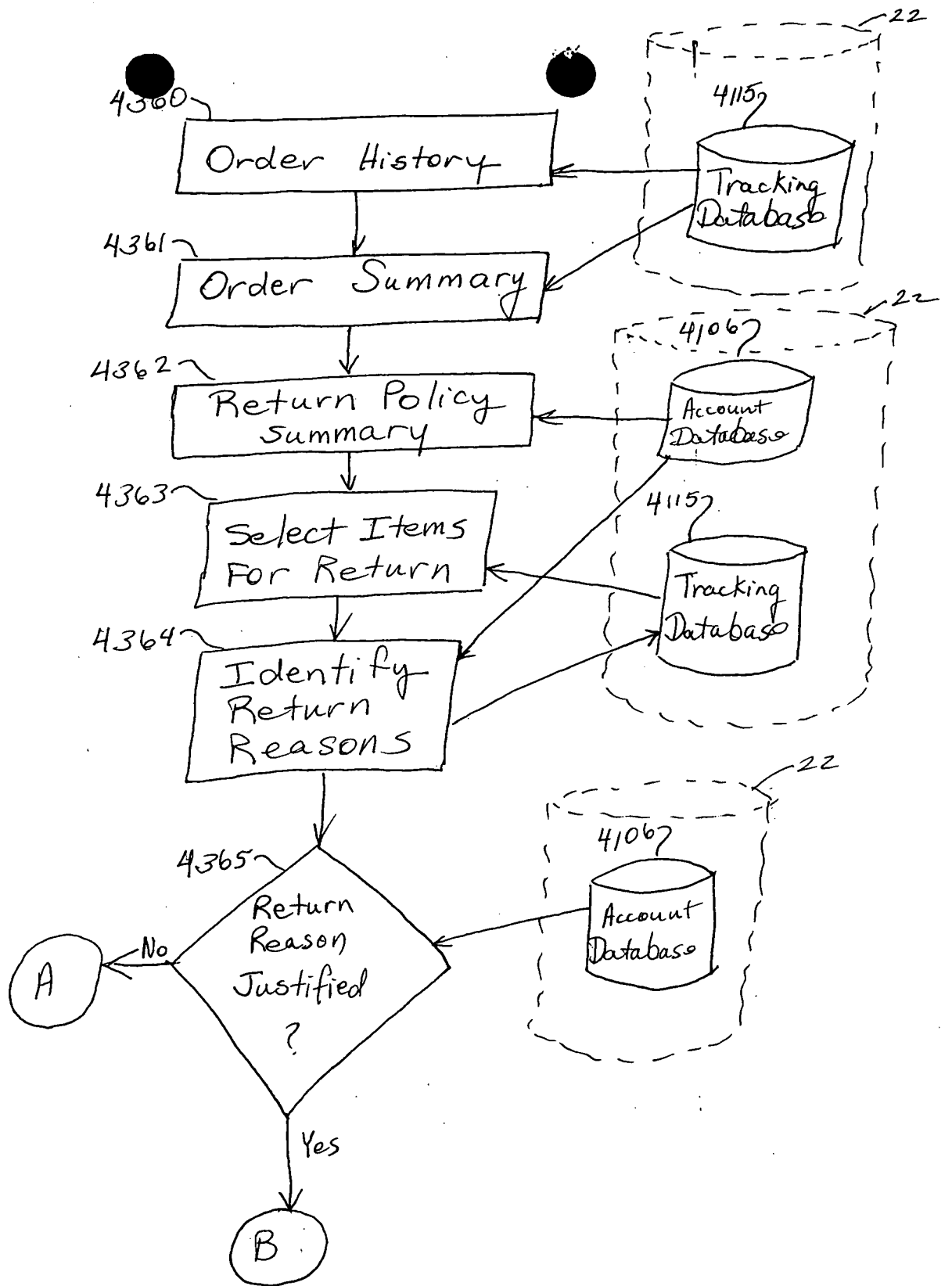


FIG. 30a

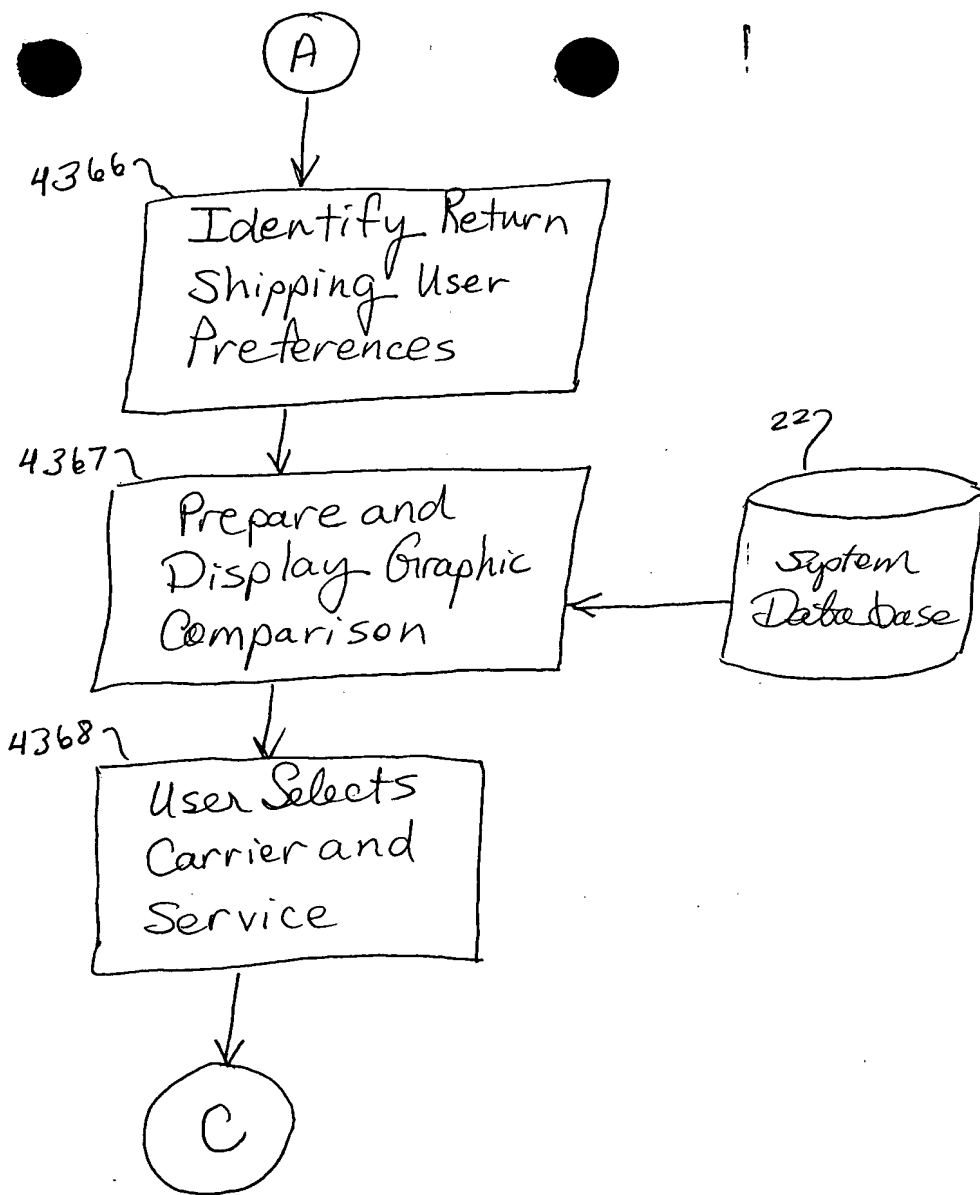


FIG. 306

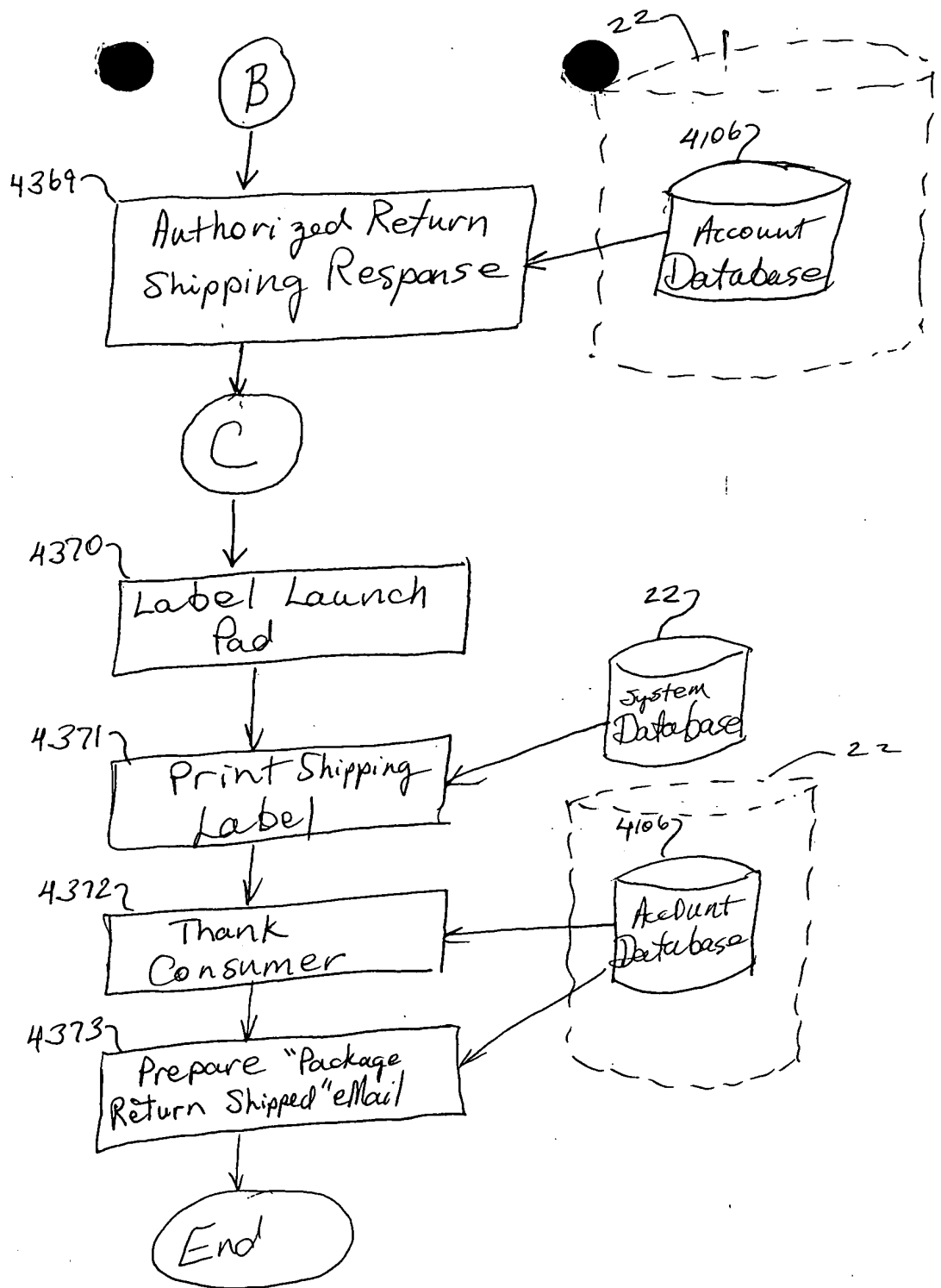


FIG. 20C

Merchant Logo

# Merchant Main Menu Choices

## Order Summary

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

### Shipping Address:

Scott J. Bean  
iShip.com  
2515 - 140th Ave NE Suite E-110  
Bellevue, WA 98005 USA  
425.602.5022

Return to Your Order History

Returns? Click Here:  
Return services by iShip.com



### Ship Method:

Standard Shipping

### Number of Shipments: Payment Method:

One shipment when complete order is ready

Visa  
Last 5 digits: 26781

Merchant

SubMenu

Selections

### Items Ordered:

### Price:

4404-1	1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	\$14.40
4404-2	1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	\$12.99
4404-3	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	\$11.49
4404-4	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-5	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-6	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4404-7	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. <u>Track your package</u> with iShip.com	\$149.95

Item(s) Subtotal: \$227.80  
Shipping & Handling: \$19.56  
-----  
Total Before Tax: \$247.36  
Tax: \$21.29  
-----  
TOTAL: \$268.65

Return to Your Order History

Top of Page

FIG. 31

**Merchant Logo****Merchant Main Menu Choices****Returns Service**[Return to Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

**Order#:** 002-0152586-5576810  
**Date:** July 19, 1999 at 09:58 AM PDT  
**Status:** All items shipped

**Select the items you would like to return:****Price:**

Merchant  
SubMenu  
Selections

4421-1	1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	\$14.40
4421-2	1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	\$12.99
4421-3	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority.	\$11.49
4421-4	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-5	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-6	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	\$12.99
4421-7	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com	\$149.95

Item(s) Subtotal: \$227.80  
 Shipping & Handling: \$19.56  
 -----  
 Total Before Tax: \$247.36  
 Tax: \$21.29  
 -----  
**TOTAL: \$268.65**

**Next Step >>>**[Return to Your Order History](#)[Top of Page](#)

FIG. 30

[MerchantSite.com](#)[Returns Manager](#)[Log Out](#)[Help](#)[iShip.com](#)**Merchant Logo****iShip.com**  
Your Internet Package Shipper™

Standard Policy

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store – to configure exceptions to the policy at the category or item level, [click here](#).

**Policy Overview Statement**

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

4160-1 <B>Within 30 days of receipt of your shipment</B>, you may return:

4160-3 <UL>

Any apparel, lawn & garden equipment, furniture, or books in original condition.

Any unopened CD, DVD, VHS tape, or software.

Any electronics merchandise or toy in new condition with its original packaging and accessories.

</UL>

4160-2 We are unable to refund returned pharmaceuticals or food.

With few exceptions, we issue a <b>full refund</b> for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Preview

Return Window

Customers may return items for:

30 ☒ from ☒ Receipt of Shipment ☒

Refund Method

Customers may return items for:

☒ Refund☐ Store Credit Only☐ Choice of Refund or Store Credit

Refund Amount

Refund amount will include:

☒ Price of Item☒ Tax on Item☐ Original Shipping Charge

Cancel

Save

FIG. 33



# Return System Flow

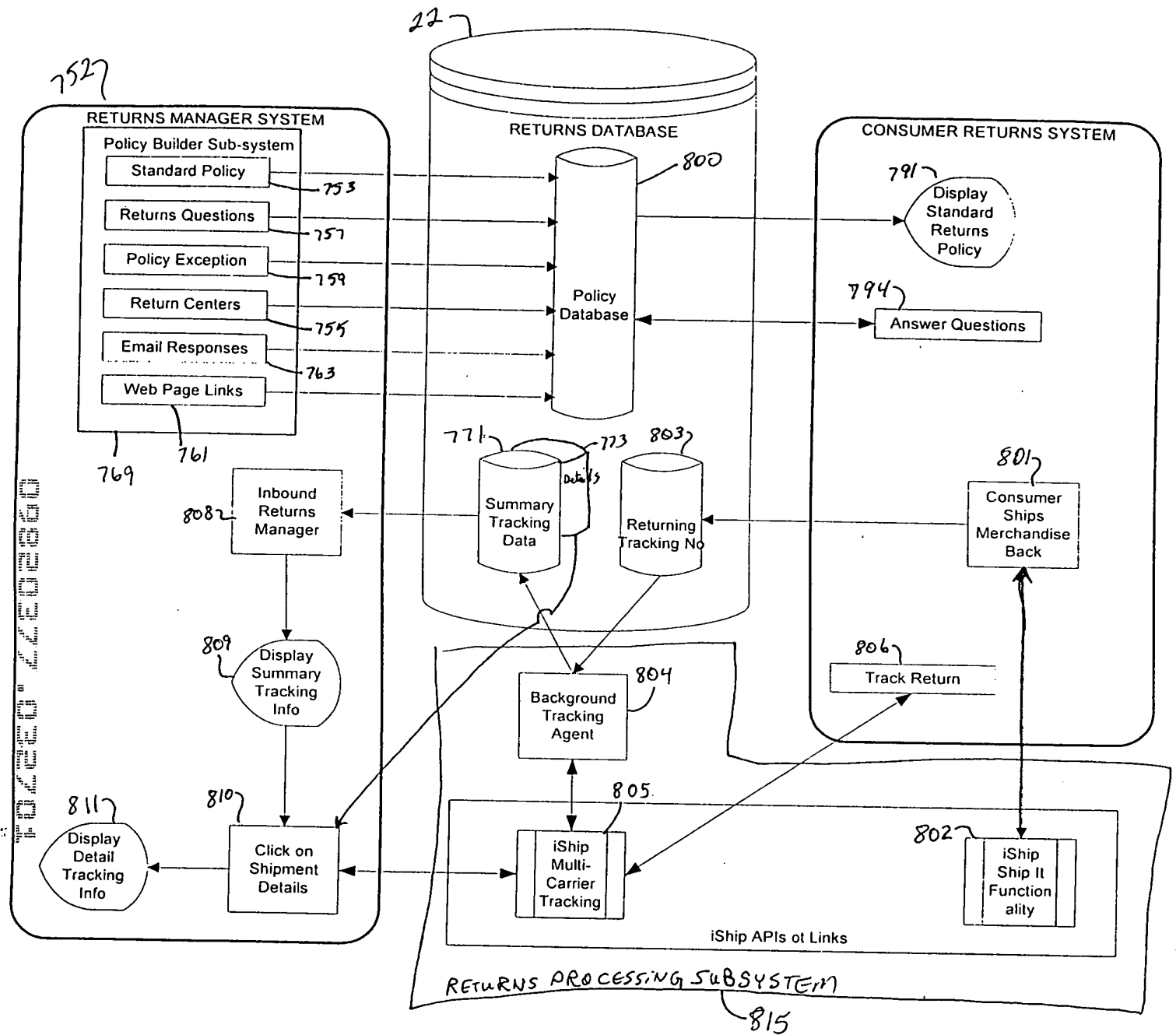


FIG. 34

# Situation Response Flow

800

769

820

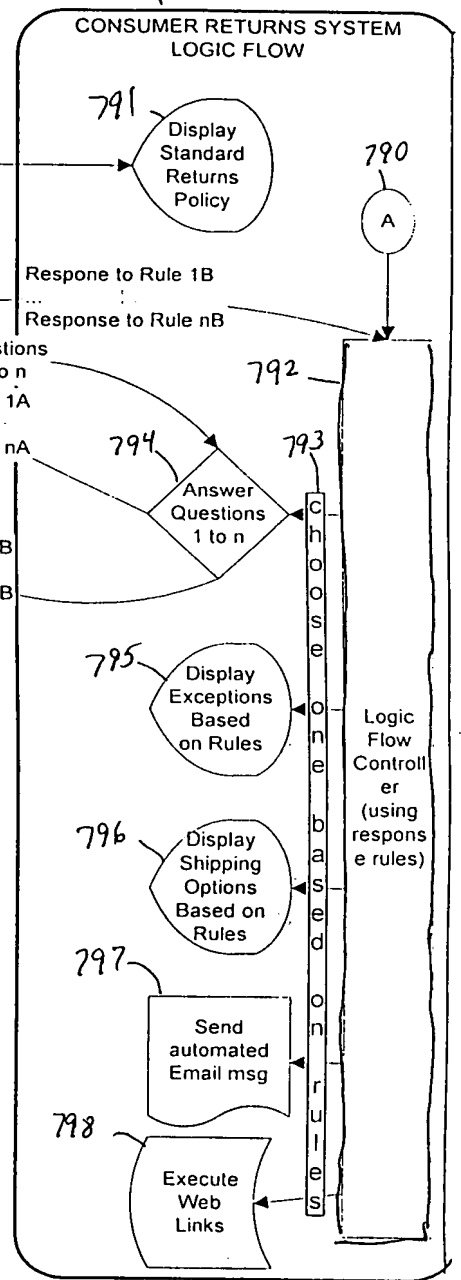
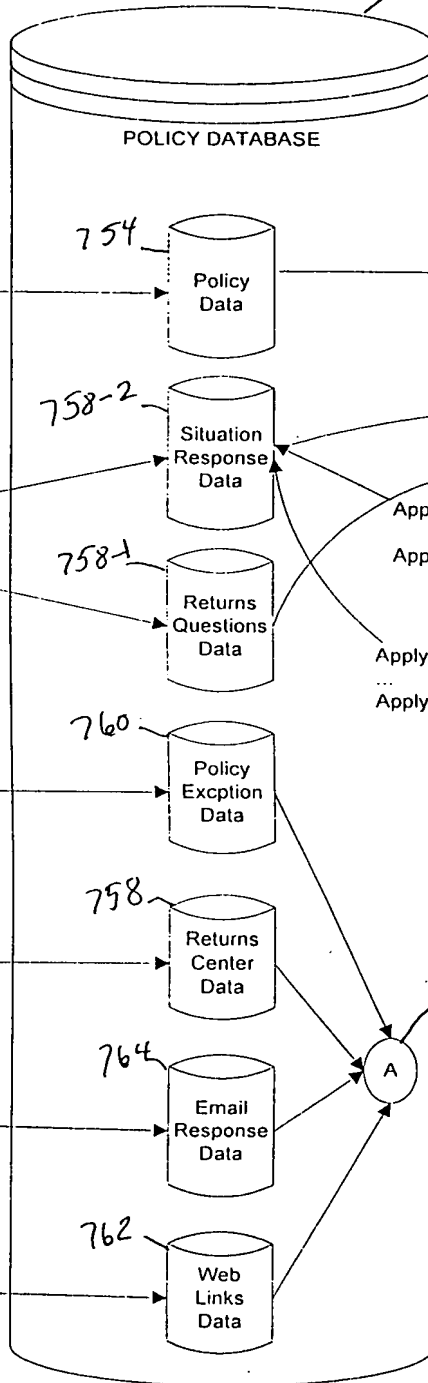
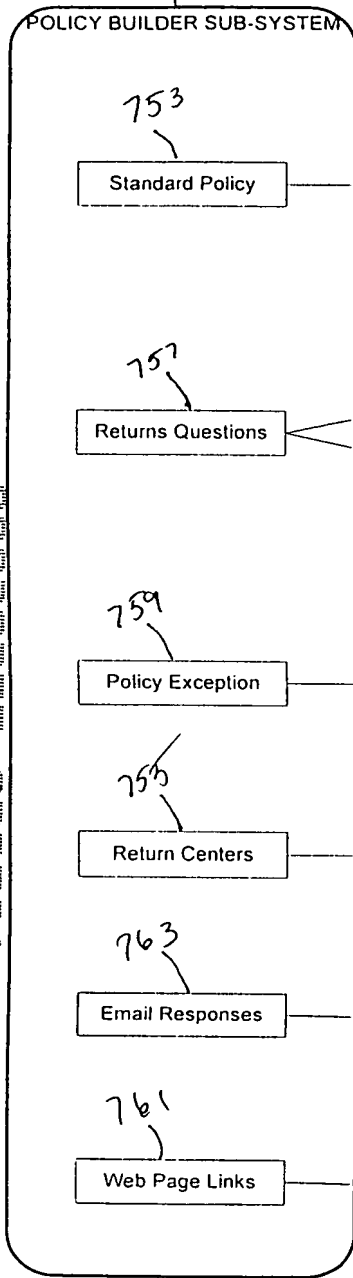


FIG. 35

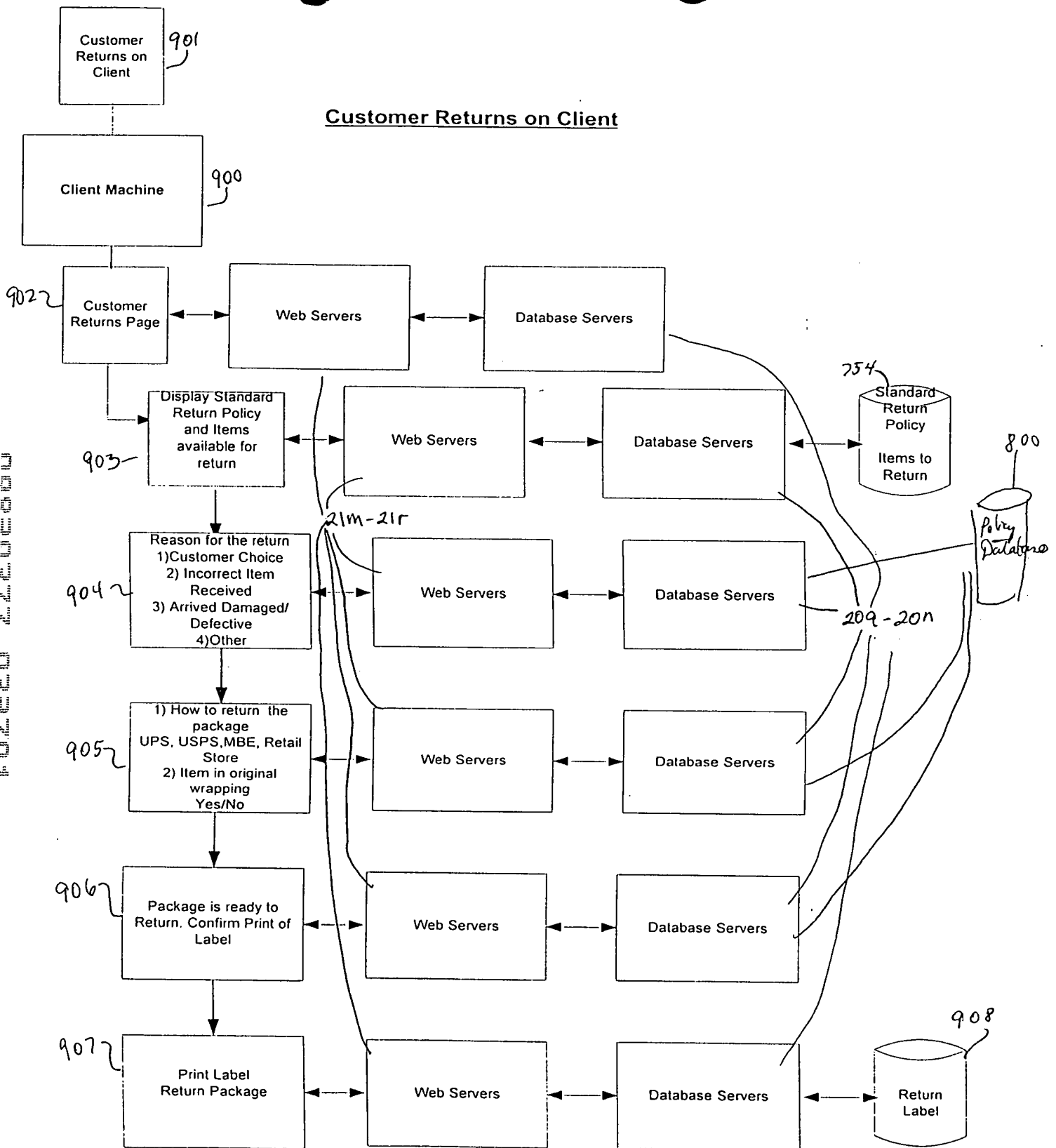


FIG. 36

Merchant Logo

## Merchant Main Menu Choices

Returns Service

4401-1

Return to Your Order History

**Order#:**

002-0152586-5576810

**Date:**

July 19, 1999 at 09:58 AM PDT

**Status:**

All items shipped

### Items to Return:

**Price:**

\$149.95 4173

4421-2 ☒ 1 of: RCA WSP450 900MHz Wireless Speakers [Electronics]  
By: RCA  
shipped on Jul. 20, 1999 via UPS Ground.  
Track your package with iShip.com

Merchant 4404-7

4405

Item(s) Subtotal Before Tax: \$149.95 4173

Refunded Tax: \$12.90 4174

TOTAL: \$162.85 4172

SubMenu

Selections

### Reason for return:

- 4427-1 ☐ Customer Choice 4216  
4427-2 ☐ Incorrect Item Received 4207  
4427-3 ☒ Arrived Damaged/Defective 4212  
4427-4 ☐ Other (please specify below): 4220

Right speaker does not receive signal.

4425

4426-1

4426-2

Next Step >>

4422

4406  
Return to Your Order History

Top of Page

FIG. 34

Merchant Logo

## Merchant Main Menu Choices

### Returns Service

[Return to Your Order History](#)

#### Returning Your Package:

Price:

We apologize for the problem with your order. To process your refund, make sure your item(s) are in the the original packaging and prepared for safe shipment.

\$149.95 -4173

44131

44041

1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]

By: RCA

Reason for return: Arrived Damaged or Defective -4212

Comments: Right speaker does not receive signal.

Merchant

TOTAL REFUND: \$162.85 -4172

SubMenu

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

Selections

4430

How would you like to return the package? (Select One)

4431

☒ 4187-1 UPS

☐ 4188-1

US Postal Service

☐ 4190

Mail Boxes Etc.

4184

☐ Retail Store

4432

Is your item packaged in the original shipping box?

4433

☒ Yes

☐ No

4434

Next Step >>

4422

[Return to Your Order History](#)

[Top of Page](#)

FIG. 38

```

graph TD
    601[Shipper Specifies Shipper's PC configuration at the time Shipper sets up an Account] --> 602[Shipper Specifies scale configuration information]
    602 --> 603[System stores Shipper's scale configuration information in a database]
    603 --> 604[(Shipper's scale configuration database)]
    603 --> 605[Shipper activates Weight field]
    605 --> 606[Web page System/scale interface requests Shipping Station ActiveX Control and scale table]
    607{{Shipping Station ActiveX Control}} --> 606
    608[(Scale Table)] --> 606
    606 --> 609[Automatically install Shipping Station ActiveX Control on client]
    609 --> 610[The Shipper places Subject Parcel on Scale]
    610 --> 611{Determine whether Shippers PC is configured with a scale}
    611 -- No --> 612[User Inputs Weight]
    611 -- Yes --> 613[System activates System/scale interface]
    613 --> A((A))
  
```

FIG. 39a

FIG. 39'a

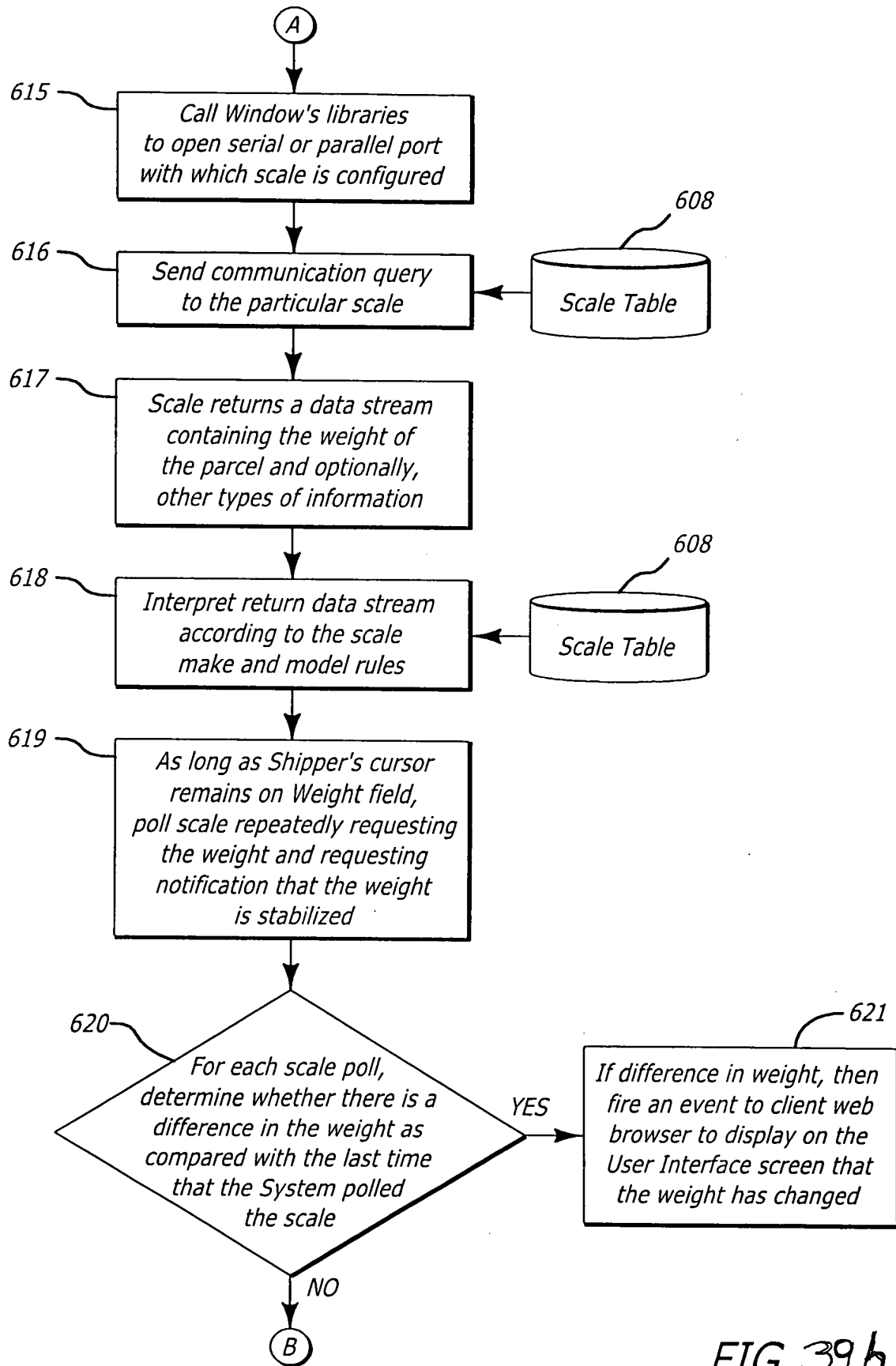


FIG. 39b

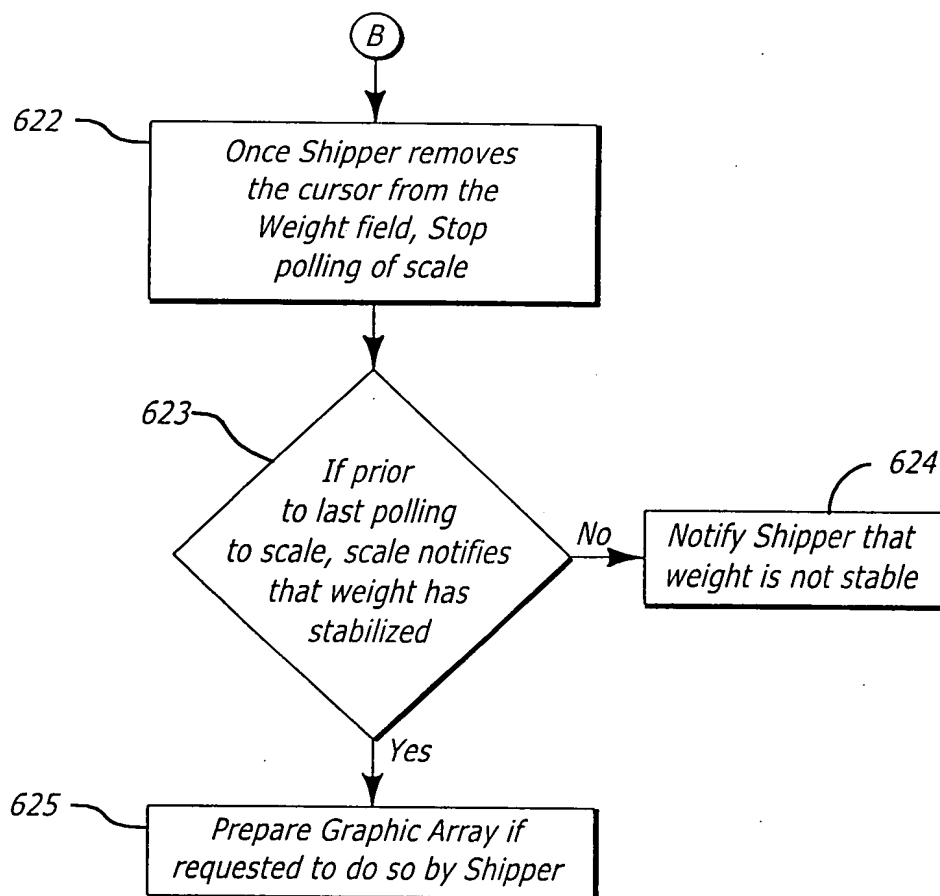
[illegible]

FIG. 39c



My iShip | Price It | Ship It | Track It | Sell It | Help

1 Shipment Info

2 Package Info

3 Shipping Options

4 Preview Rates

5 Create Link

Saved Package

Log Off

Having Trouble?

Questions or Comments

1 Ship Optimizer: Best Price Fastest Delivery

2 Airborne Express Second Day

3 FedEx Second Day

4 UPS

Next Day Air Early AM 8:30am

Next Day Air 10:30am

Next Day Air Saver 3:00pm

2nd Day Air AM 12:00pm

2nd Day Air End of Day

3 Day Select End of Day

Ground End of Day

5306

5307

\$82.65

\$35.14

\$31.02

\$18.92

\$16.99

\$12.43

\$8.57

\$11.17

5305

5304

5303

5302

5136

5308

5135

5311

5310

5129

5128

5300

5312

Rates and Delivery Times:

Choose Best Price or Faster Delivery to highlight the rate you prefer.

To filter your results, choose options below and click the Update button.

For more information about the Rate Grid, click More.

Help

3rd Day

2nd Day

Next Day

Best Price

Fastest Delivery

5305

5304

5303

5302

Shipping Charges:

5301

5301

Ship Info:

Package Info:

No. of Packages:

Weight:

Packaging Type:

Dimensions:

Destination:

Loss Protection:

COD:

1 iShip.com Bellevue, WA 98006

3.2 lb. My Own

10"x8"x5"

Prosser, WA 99350 United States

Yes, \$150

..

Back

Done

FIG. 40

Ship date:

10/29/99 - Friday

Delivery Options:

☒ **Delivery Deadline**

[ Help ]

If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.

11/02/99 - Tuesday

☐ **Guaranteed Delivery**

[ Help ]

When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.

☐ **Deliver Without Signature**

[ Help ]

Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.

☐ **Set Earliest Delivery Time**

[ Help ]

This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.

9:30am

☐ **Documents Only**

[ Help ]

☐ **Non-Dutiable**

Compare the rates of these carriers:

☒ **AIRBORNE EXPRESS**

☒ **FedEx**

☒ **UPS**

☒ **UNITED STATES POSTAL SERVICE**

NOTE: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

My Drop Off/Pickup location is:

My location by calling the carrier for pickup [ Drop Off Locator ] [ Help ]

If your Drop-Off/Pickup location is different for each carrier, go to [Advanced](#).

Show retail rates:

☐ Yes ☒ No

Explanation about Retail Rates and what it means goes here. [ Help ]  
It will probably be two lines.

Price It

1 Shipment Info

2 Package Info

3 Shipping Options

4 Rates and Times

5 Ship It Now

Log Off

Having trouble?

Questions or comments

Privacy Policy



Show Rates

Save

Back

Next

Cancel

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313-1

313-2

FIG. 41

FIG. 42

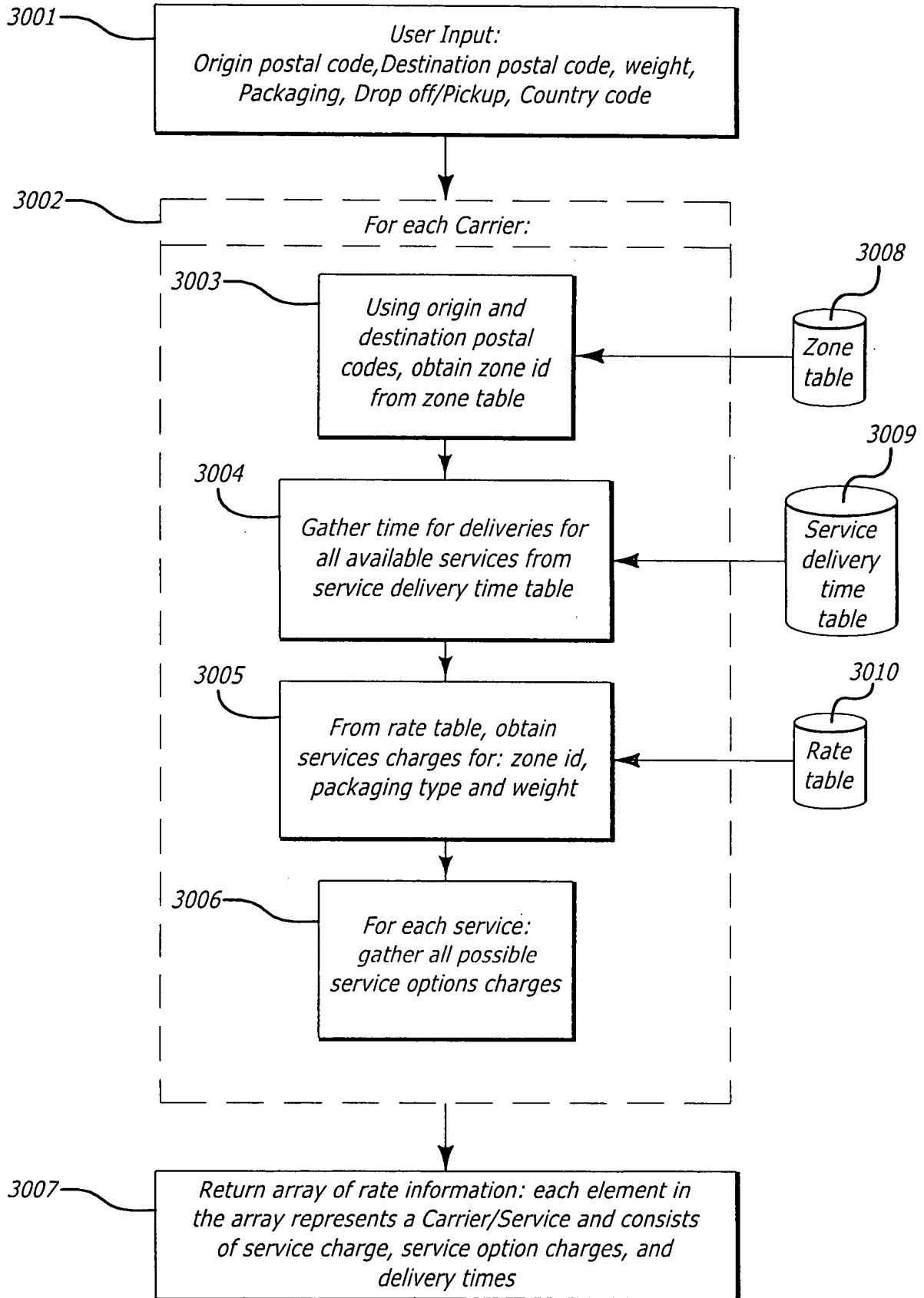


FIG. 4.3

090027-0201  
"0220" 2202350

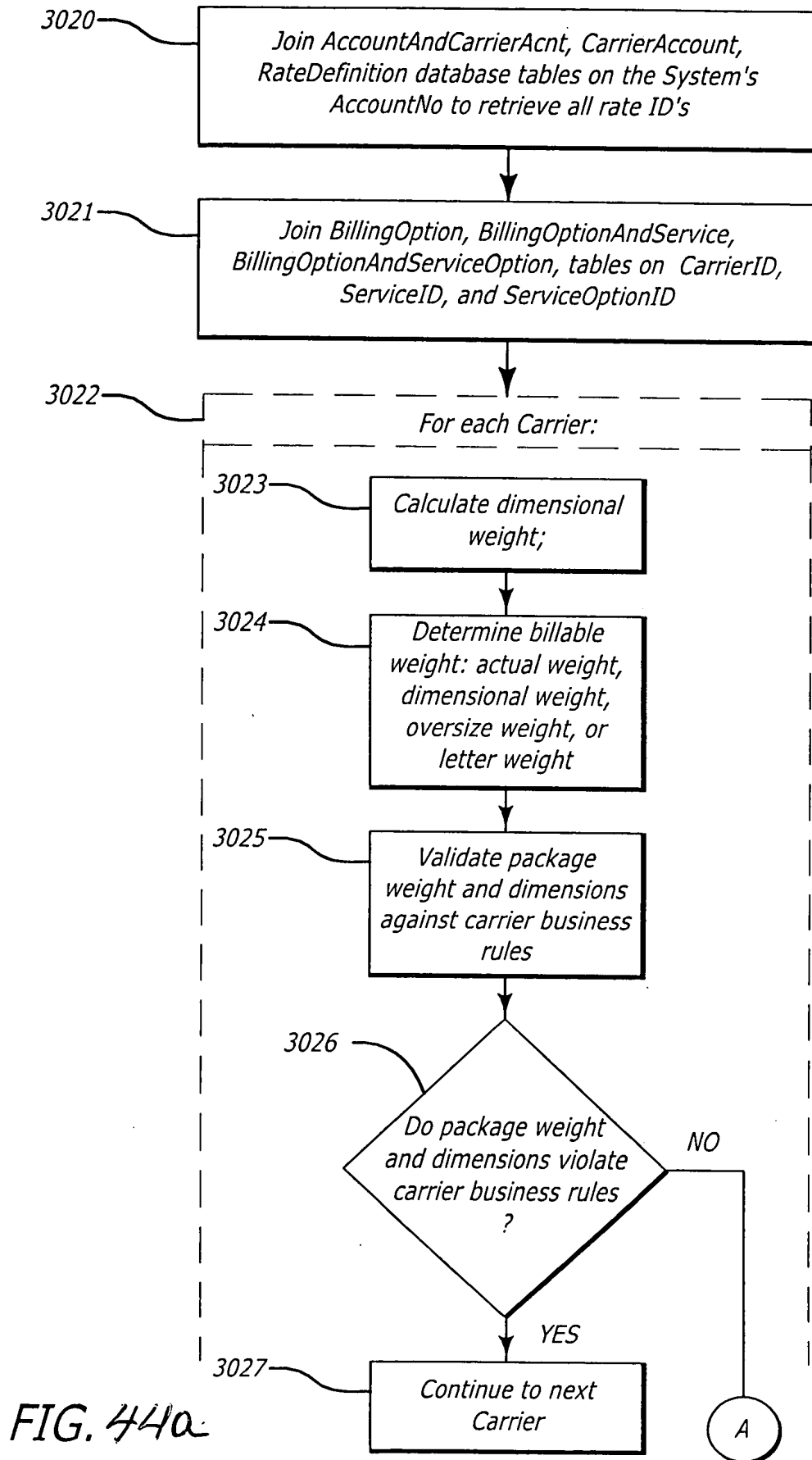


FIG. 44a

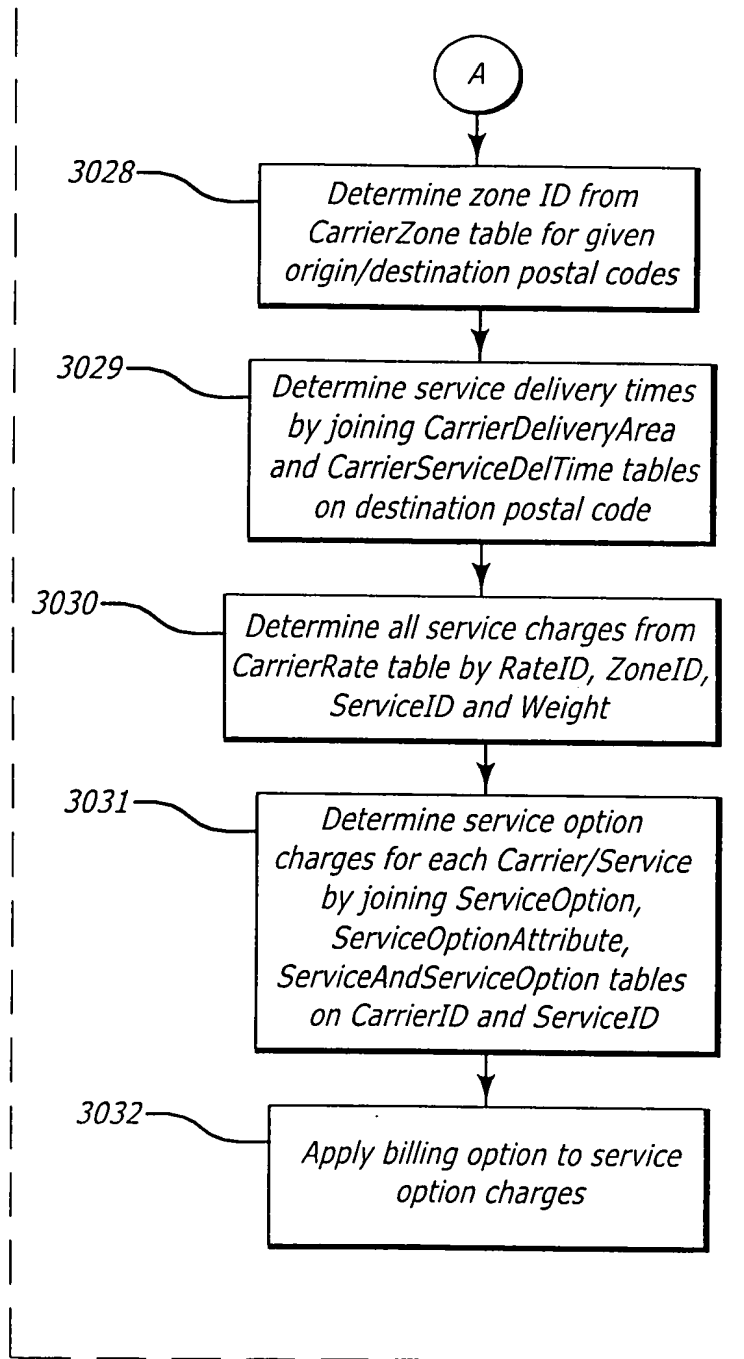


FIG. 44b

09820377.02204  
102250 220360

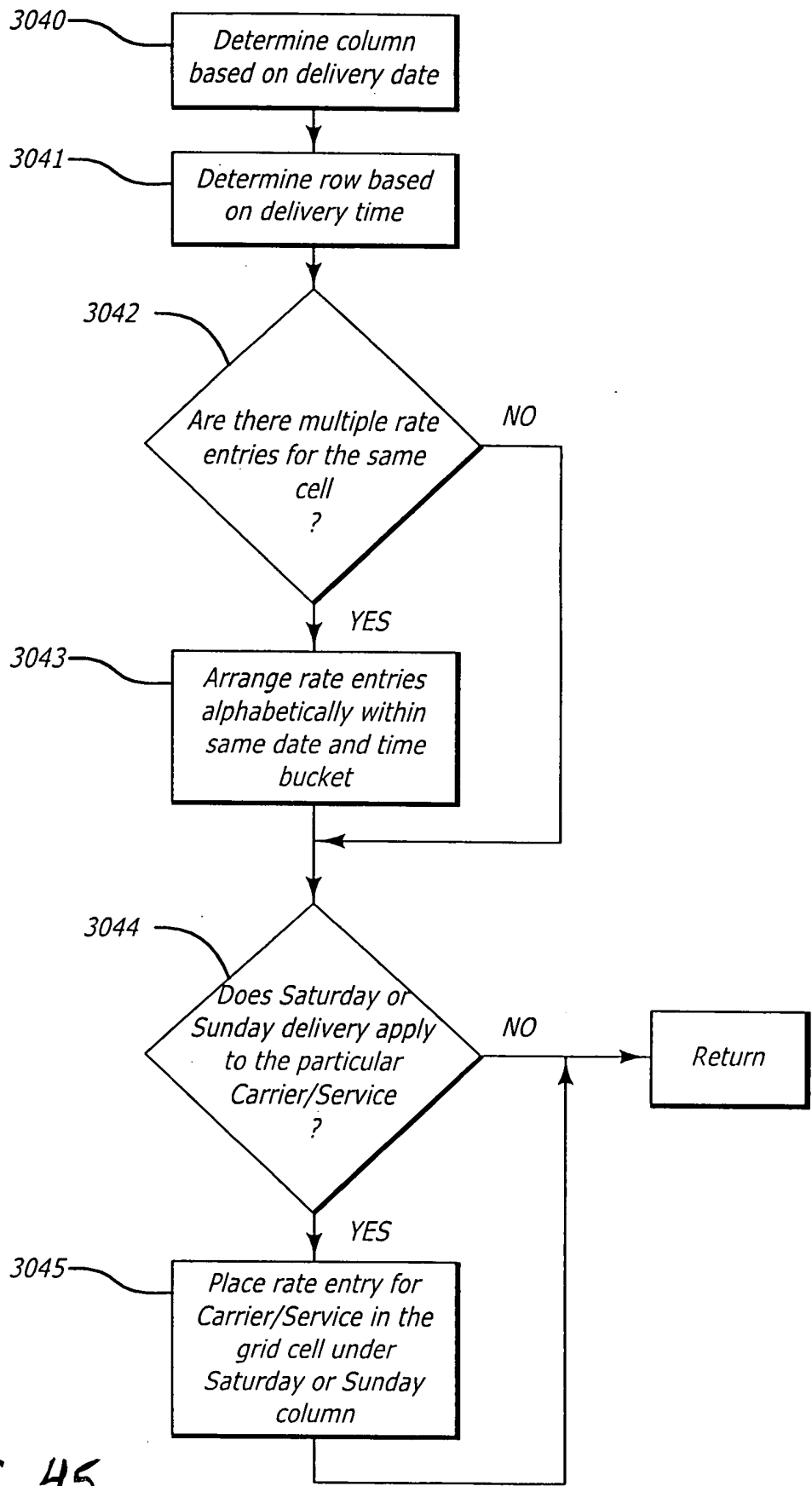


FIG. 45

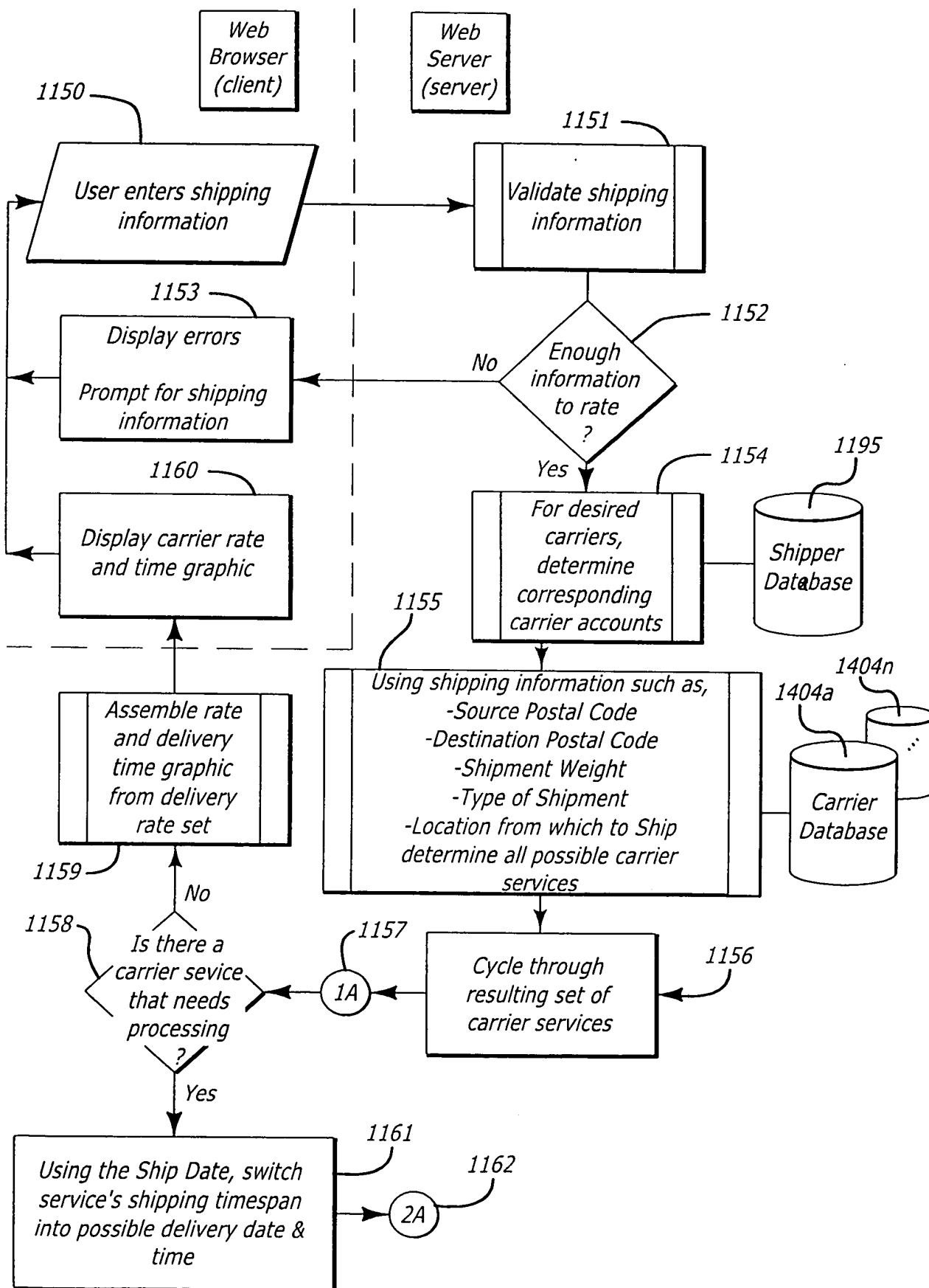
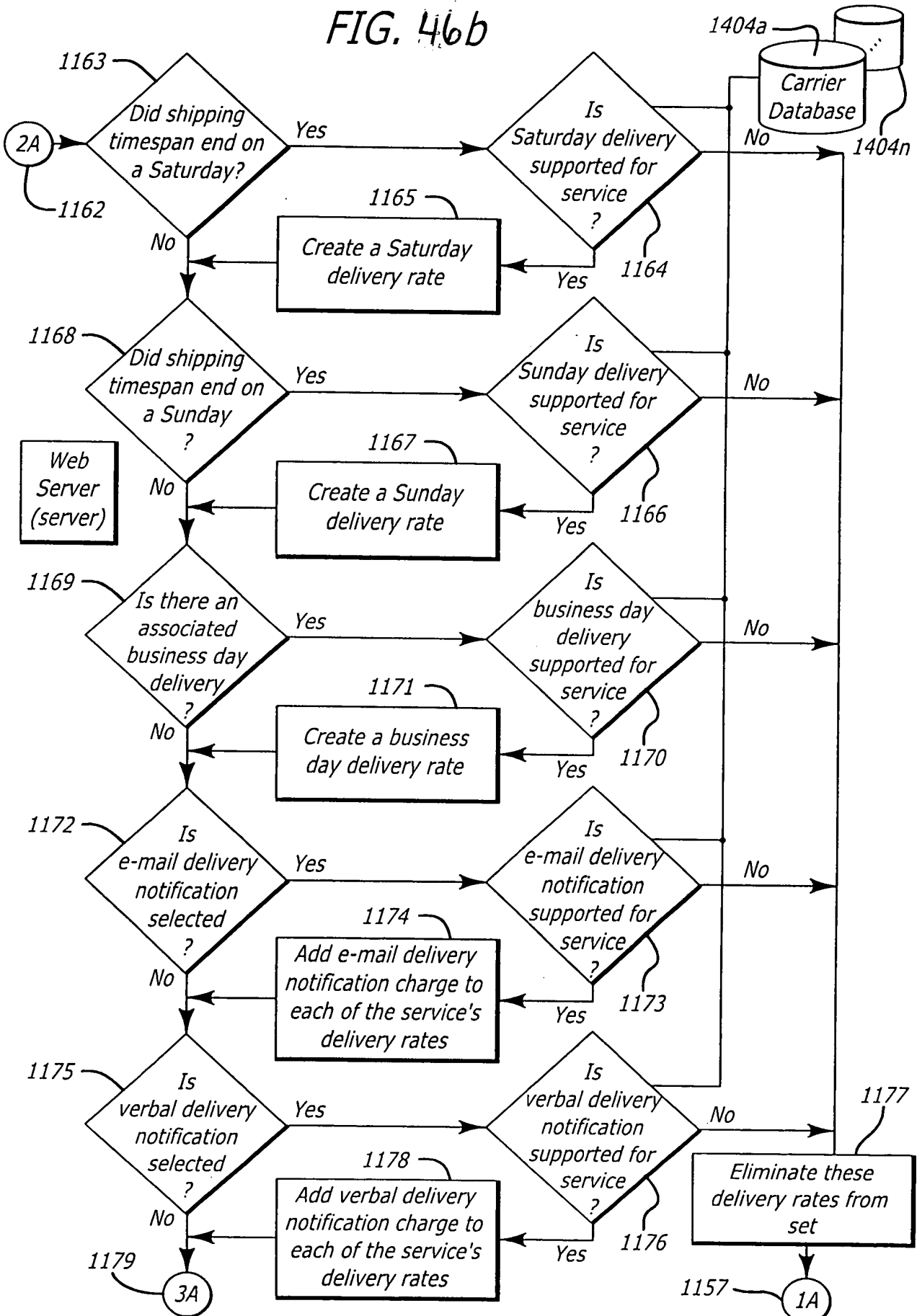


FIG. 46a

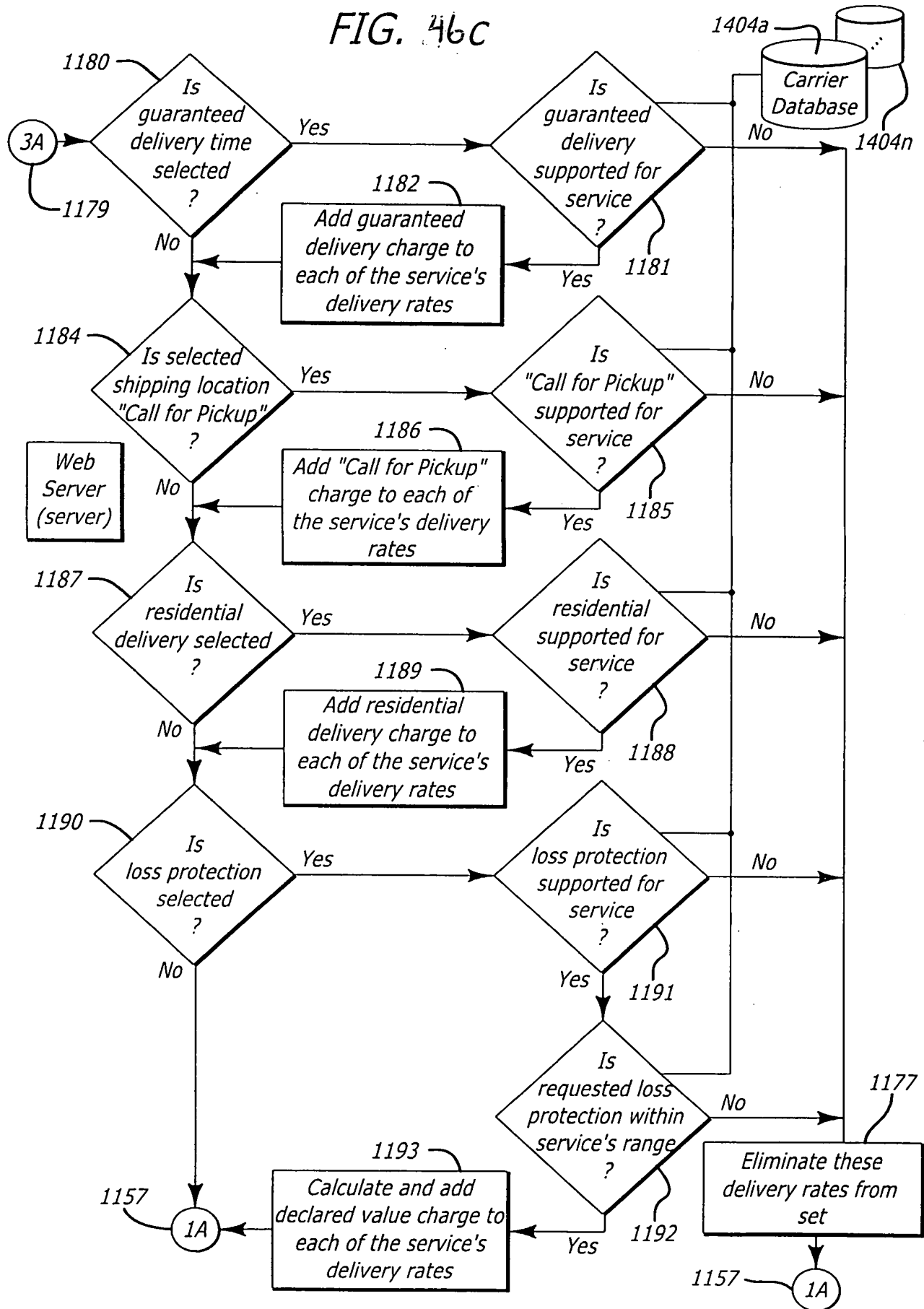


FIG. 46b



098037.03704  
10220' 2203860

FIG. 46c





**③ Your Unique Link**    ① ② ③    My iShip | Price It | Ship It | Track It | Sell It | Help

**④ Sell It**

**Congratulations!**  
Your unique hyperlink is below. This link allows your buyers to accurately estimate their shipping charges.  
To use the link, copy the entire text from the box below and paste it into your item description. [Help](#)

<b>Your Link:</b>	<code>&lt;a href="http://www.iship.com/SellIt/buyer.asp?pid=19a4b1e2c7ff11d381aa00902786c1b7"&gt;Click here to use iShip.com to view your shipping charges.&lt;/a&gt;</code>
	<input type="checkbox"/> Add to Saved Packages List
	<a href="#">E-mail this quote</a>

⑤ Preview Rates    ⑥ Save    ⑦ Back    ⑧ Done

**④ Sell It**

- 1. Shipment Info
- 2. Package Info
- 3. Shipping Options
- 4. Preview Rates
- ⑤ Create Link
- 6. Saved Packages
- 7. Log Off

Having trouble?  
Questions or comments?

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320

321

322

FIG. 47

00000377 032704

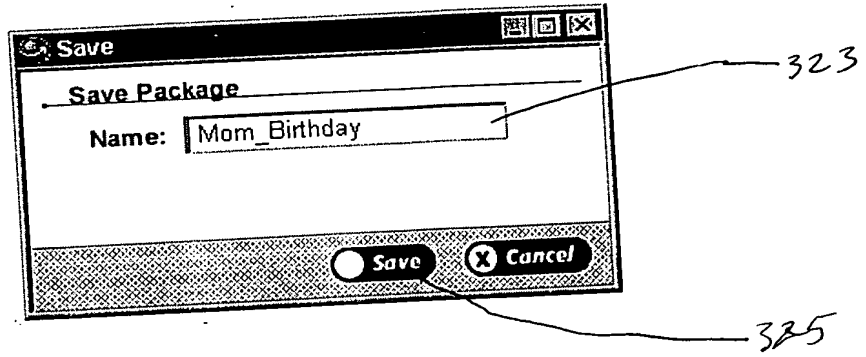


FIG. 48

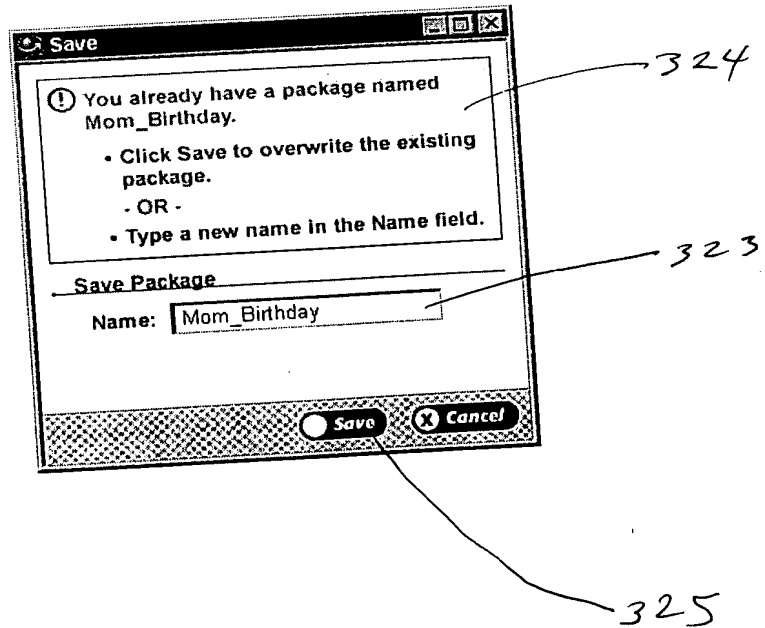


FIG. 49

`<a target="_new"`

`href="http://iship.com/commerce/default.asp?K=A6V1XZ`  
2210-1 2210-2 2210  
`&W=10&V=0&H=0">View Tour Shipping Costs!</a>`  
2211 2212 2213 2214

FIG. 50



`<a href="http://iship.com/Sellit/buyer.asp?`

`pid=f429b0d0abc411d39f8000902789280b"`  
2220

`>Click here to use iShip.com to view your shipping charges.</a>`  
2214

FIG. 51

09820377 032701

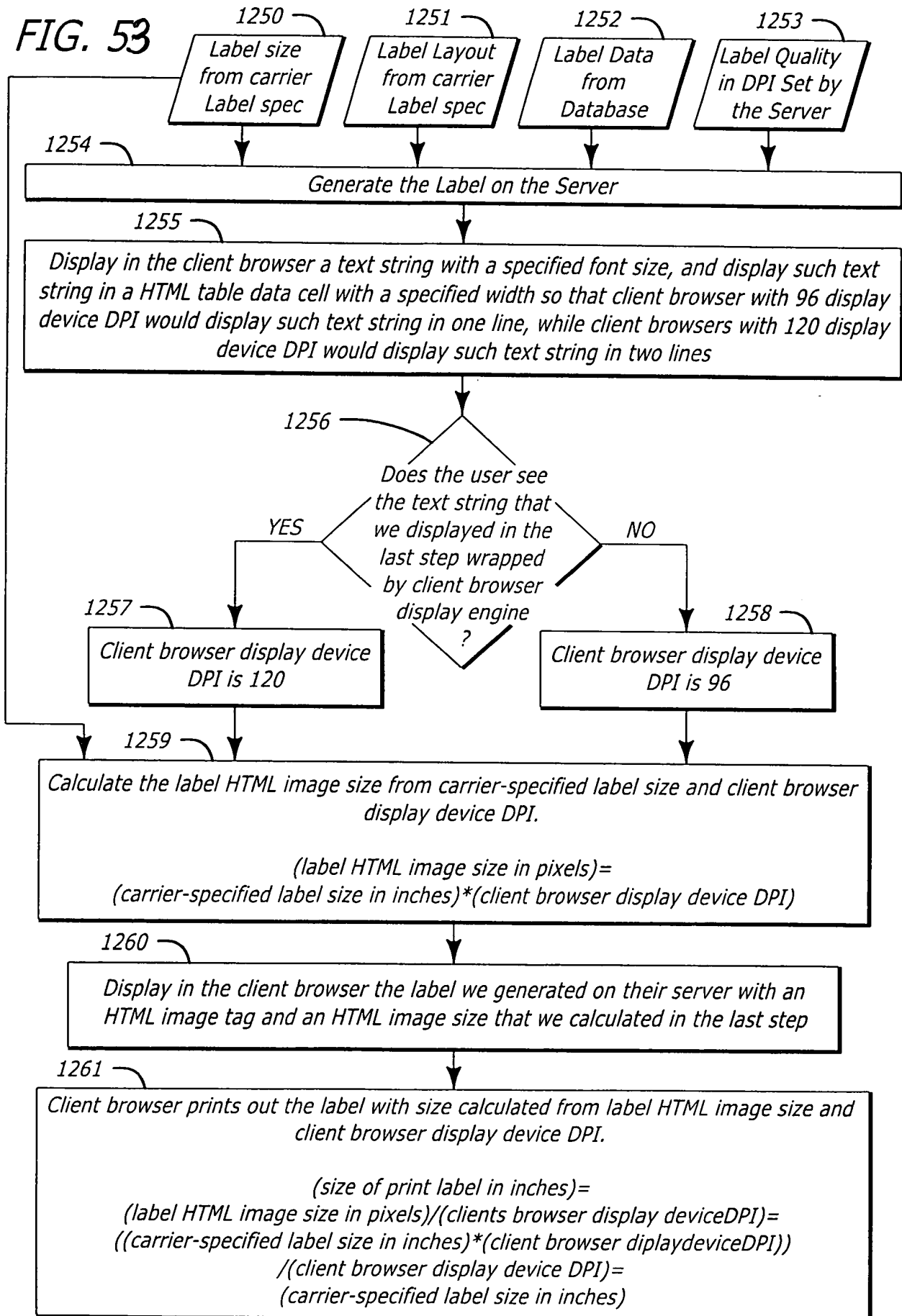
SHIP (234) 234-2345 TO: FIRST NAME STREET CITY CA 93107		4 LBS 1 OF 1	
		 (420) SHIP TC POSTAL CODE (420) 93107	
<b>UPS NEXT DAY AIR 1</b> TRACKING # 1Z 345 321 01 0002 7109			
			
		PSH 1.00	

330

FIG. 52

09820377 032701

FIG. 53



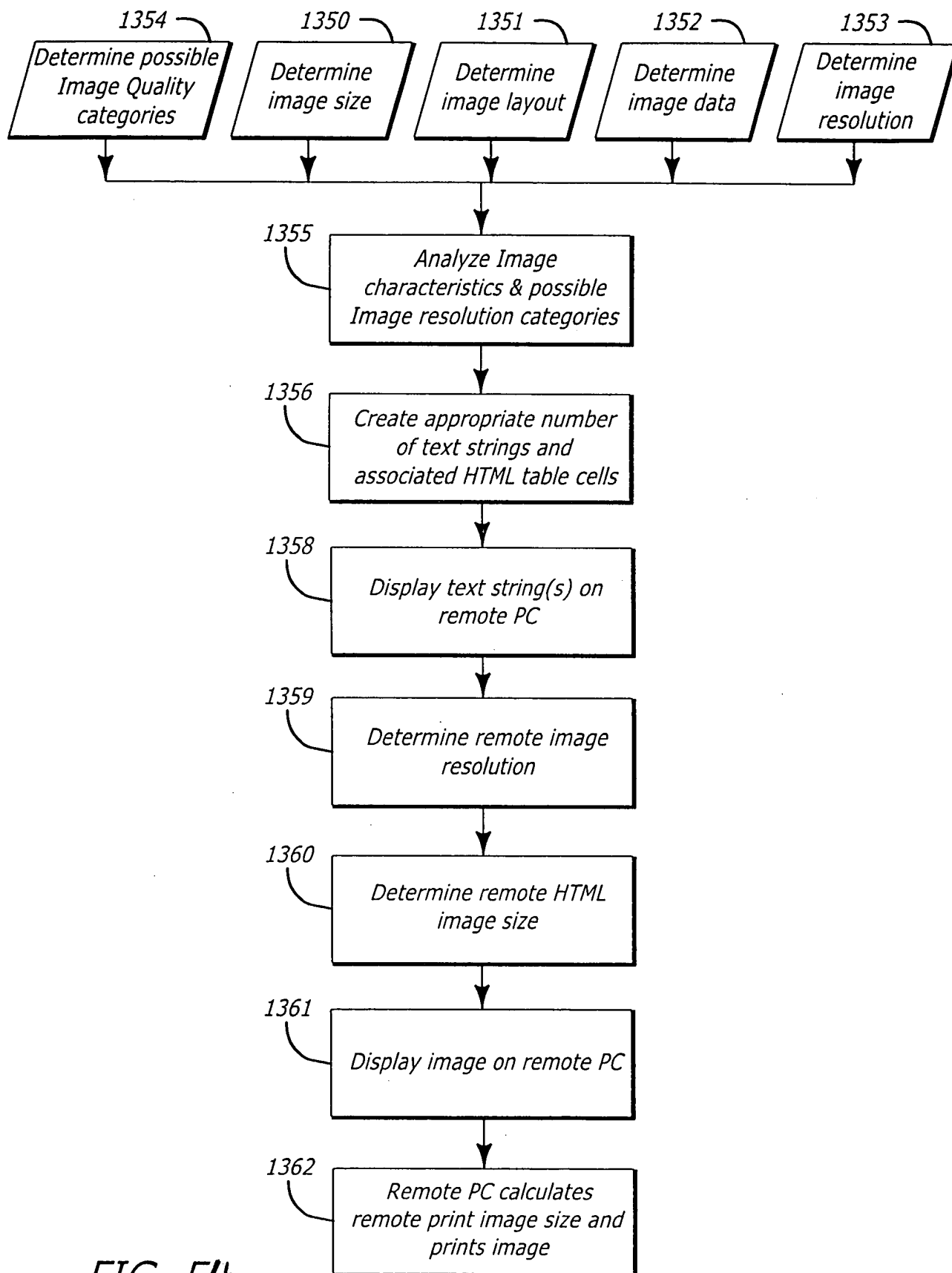


FIG. 54



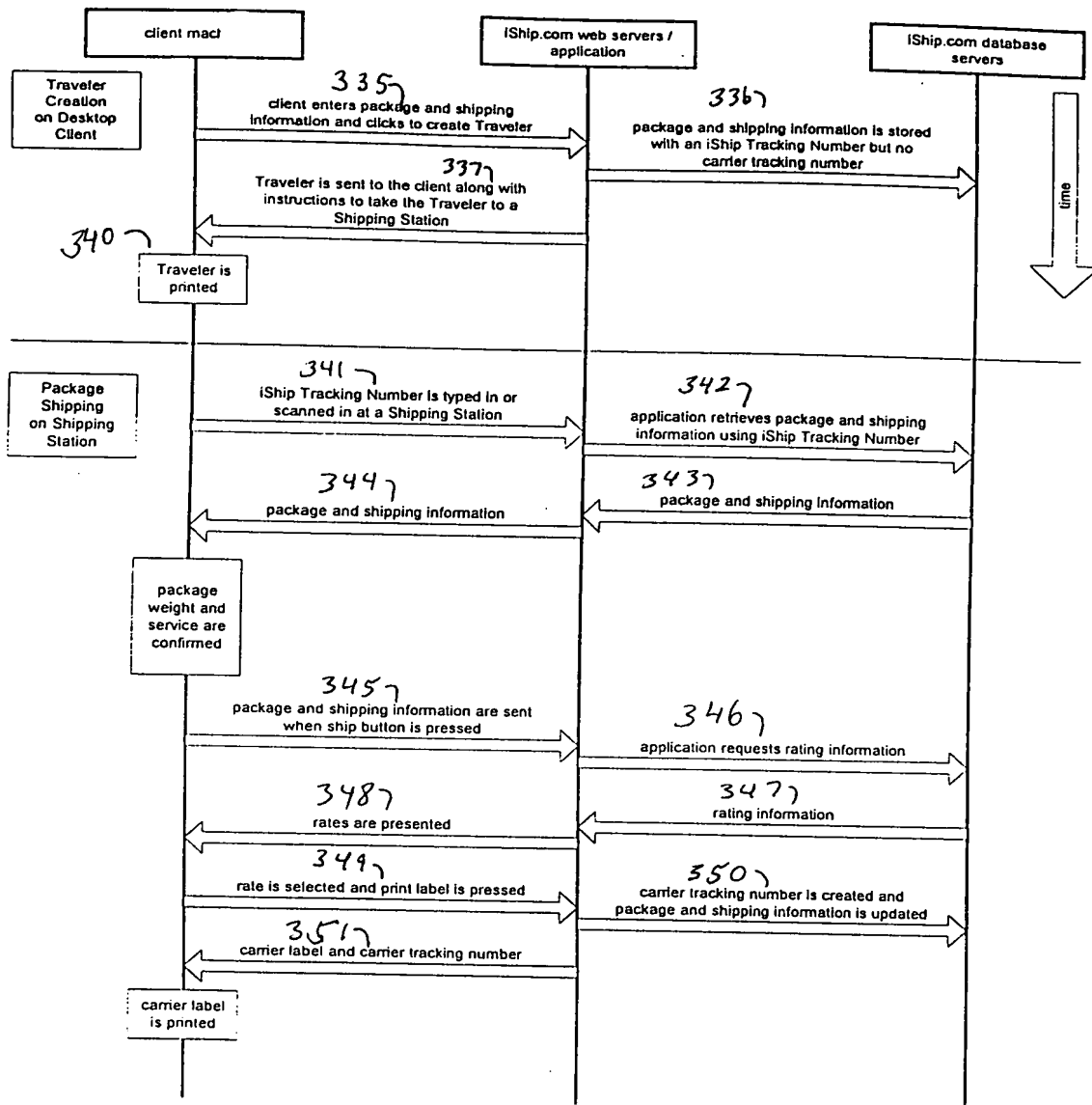


FIG. 55

**Your Package Traveler**

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.


**Shipping Addresses**

<b>Return:</b> Lory Krett (425) 602-4848 iShip.com 3535 Factoria Blvd SE Suite 500 Bellevue WA 98006	<b>Destination:</b> Diane Moon (509) 786-5555 Milne Fruit 800 Bennet Ave Prosser WA 99350-8888
---	--

**Package Info**

<b>Details:</b> 1 of 1 4 lbs Carrier Box	<b>Service:</b> UPS Ground <b>EPSO:</b> 12345472 <b>Price:</b> \$6.35
--	---

**iShip.com Tracking Number**  
MATKP9G UZFXG3



[ < Back ] [ x Cancel ]

361

363

362

360

364

FIG. 56

iShip.com.

Confirmation

My iShip | Price It | Ship It | Track It | Sell It | Help

370 Your shipping request has been completed!  
Directions about what to do next goes here.

Your iShip Package No.: M ANEYZN 89WBTF 362

371 Your Shipment:

Shipment:  
Computer speakers, software,  
manuals  
10" x 8" x 5"  
4 lb 2oz

Service:  
UPS Ground

Options:  
Loss Protection

Drop Off Location:  
Jim Ship  
iShip.com  
3535 Factoria Blvd. SE  
Floor 5  
Bellevue WA 98006  
jims@iship.com  
(425) 502-4848

Destination:  
Diane Moon  
Milne Fruit  
12020 101st Ave NE  
Suite 300  
Edenburg WA 98926  
United States  
(509) 555-9728

372 Your Charges:

Service Charge: \$6.30  
Service Options: \$ .35  
Total Cost: \$6.65

UPS Account:  
1234 5678 9101 1213  
iShip.com

1. Shipping Address  
2. Package Info  
3. Shipping Options  
4. Rate and Taxes  
5. Payment  
6. Print

Log Off

Having trouble?  
Directions or comments



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Done



FIG. 57

iShip.com

1 | Track a shipment

My iShip | Price It | Ship It | Track It | Sell It | Help

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it. [ Help ]

Tracking Numbers:

#1  381a  
#2  381b  
#3  381c  
#4  381d  
#5  381e

AIRBORNE  
EXPRESS

FedEx

UPS

UNITED STATES  
POSTAL SERVICE

YELLOW



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Reset

Submit

Done

Track It

1 Tracking Number

2 Tracking Results

Shipping History

Log Off

Having trouble?

Questions or comments

Feedback

Privacy Policy

382

FIG. 58

iShip.com.

② Your Tracking Information

Click on the iShip Tracking Number for more information. [Help]

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.

Status	iShip Tracking No.	Destination	Service	Ship Date	Delv. Date
<input checked="" type="radio"/>	391-1b	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
<input checked="" type="radio"/>	391-1a	Ellensburg WA	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-2a	Santa Monica CA	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-2b	Portland OR	UPS Ground	02/18/00	
<input checked="" type="radio"/>	391-5a	Spokane WA	UPS Ground	02/17/00	
<input checked="" type="radio"/>	391-5b				

Status icons: ☐ In transit ☐ Delivered ☐ Exception

Back Done

Shipping History Log Off

Having trouble? Questions or comments

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392-1

392-2

392-3

392-4

FIG. 59

iShip.com

2 | Your Tracking Information

My iShip | Price It | Ship It | Track It | Sell It | Help

Tracking results:

Click on the iShip Tracking Number for more information. [Help]

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.

Status	iShip Tracking No.	Destination	Service	Ship Date	Delv. Date
●	<a href="#">MANEYVN 89VWTF</a>	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
●	<a href="#">HBOEYVN 90VWTF</a>	Ellensburg WA	UPS Ground	02/18/00	
●	<a href="#">MCPEYVN 91VWTF</a>	Santa Monica CA	UPS Ground	02/18/00	
●	<a href="#">MDOEYVN 92VWTF</a>	Portland OR	UPS Ground	02/18/00	
①	<a href="#">MEREYVN 93VWTF</a>	Unable to track. Click on the tracking number to resubmit.			

Status icons: ● Shipped ● In Transit ● Delivered ● Exception ① Unable to track

Back Done

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Tracking Number  
Track It  
Shipping History  
Log Off  
Having trouble?  
Questions or comments  
iShip.com

391-5a

391-5b

391-5c

FIG. 60

0962037 032704



② Your Tracking Information - Unable to Track    My iShip | Price It | Ship It | Track It | Sell It | Help

Track It

1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

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**TRUSTe**  
Site privacy statement

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properties of their owners.

We were unable to track your package. **11W3345001Z234** **430** **? More**

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number: **11W3345001Z234** **431**

Carrier: (Select One) **432-1** **432-2**

Ship date (+/- 4 days): **433** (mm/dd/yyyy)

**AIRBORNE EXPRESS** **FedEx** **UPS** **UNITED STATES POSTAL SERVICE** **YELLOW**

**Back** **Submit** **Reset** **Done**

**434**

FIG. 61



My iShip | Price It | Ship It | Track It | Sell It | Help

② Your Tracking Information

Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time

Tracking results: [Help](#)

395 {

Status: IN TRANSIT  
Carrier: UPS  
Service: GROUND  
iShip Number: MAHEY2H 89WBTF  
Tracking Number: 1Z3374W50100023174  
Ship Date: Monday, November 22, 1999  
Destination: PROSSER, WA US  
Expected Delivery Date: Tuesday, November 23, 1999  
Expected Delivery Time: 12:00:00 PM  
Last Scan: 11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US

396 — Show me more details on this package.  
397 — Add this tracking number to my Inbound Package Log.

E-mail Notification: [Help](#)

398 {

Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

Name: E-mail address: 399-1b 399-2b

#1 John Jadwin john025@this\_email.com  
#2 Sarah Lewis sarah01@email.com  
#3

399-1a  
399-2a

Message:

400  
401  
402

☒ Send notification when the package has been delivered.  
☒ Send the URL of this tracking info.

[Back](#) [Submit](#) [Track Another](#) [Reset](#) [Done](#)

Tracking Number  
Tracking Results  
Shipping Number  
Log Off

Having trouble?  
Questions or comments?  
Feedback

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other trademarks are  
property of their owner.

FIG. 62



iShip.com

Shipping History

Shipping History							
PENDING   OUTBOUND   INBOUND							
Status:	All	Ship To:		Ship Date:	All	Update	
STATUS	SHIP TO	PKGS	SHIP TRACKING #	CARRIER/SERVICE	SHIP DATE	DELY DATE	
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	1	MATKP9G GDE73R	UPS Ground	11/22/99	--	
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	1	MATKP9G MZVT0S	UPS Ground	11/22/99	--	
<input type="checkbox"/> IN TRANSIT	Adam Krett	1	MATKP9G UDO31C	UPS Ground	11/22/99	--	
<input checked="" type="checkbox"/> IN TRANSIT	John Smith	2	MATKP9G 7NV7W9	UPS Ground	11/21/99	--	
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis	1	MATKP9G 7JBZA7	Airborne Second Day	10/19/99	10/21/99	
<input type="checkbox"/> DELIVERED	Carol Doyle	3	MATKP9G MJBZA5	FedEx 2Day	10/11/99	10/13/99	
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G UBQ31Z	UPS Next Day Air	10/12/99	10/13/99	
<input type="checkbox"/> DELIVERED	ACME Co.	1	MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99	10/16/99	
<input checked="" type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 4BP31M	UPS Ground	09/24/99	09/26/99	
<input type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 7MQ3Q8	UPS Ground	09/22/99	09/24/99	
<input type="checkbox"/> DELIVERED	Candace Moon	1	MATKP9G MRVP1Q	FedEx Standard Overnight	09/20/99	09/21/99	
<input type="checkbox"/> DELIVERED	Jim Ship	2	MATKP9G UZQ319	UPS Ground	09/14/99	09/15/99	
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G 7BQ31M	UPS Ground	08/12/99	08/14/99	
<input type="checkbox"/> DELIVERED	Adam Krett	1	MATKP9G MXQT8S	UPS Ground	08/02/99	08/04/99	
<input type="checkbox"/> DELIVERED	Adam Krett	1	MATKP9G GDV50R	UPS Ground	07/09/99	07/11/99	

Delete   Track It   More   Cancel

Tracking Number  
Tracking Receipt  
Shipping History  
Log Off

Having trouble?  
Questions or comments?

Truste  
the privacy statement

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FIG. 63

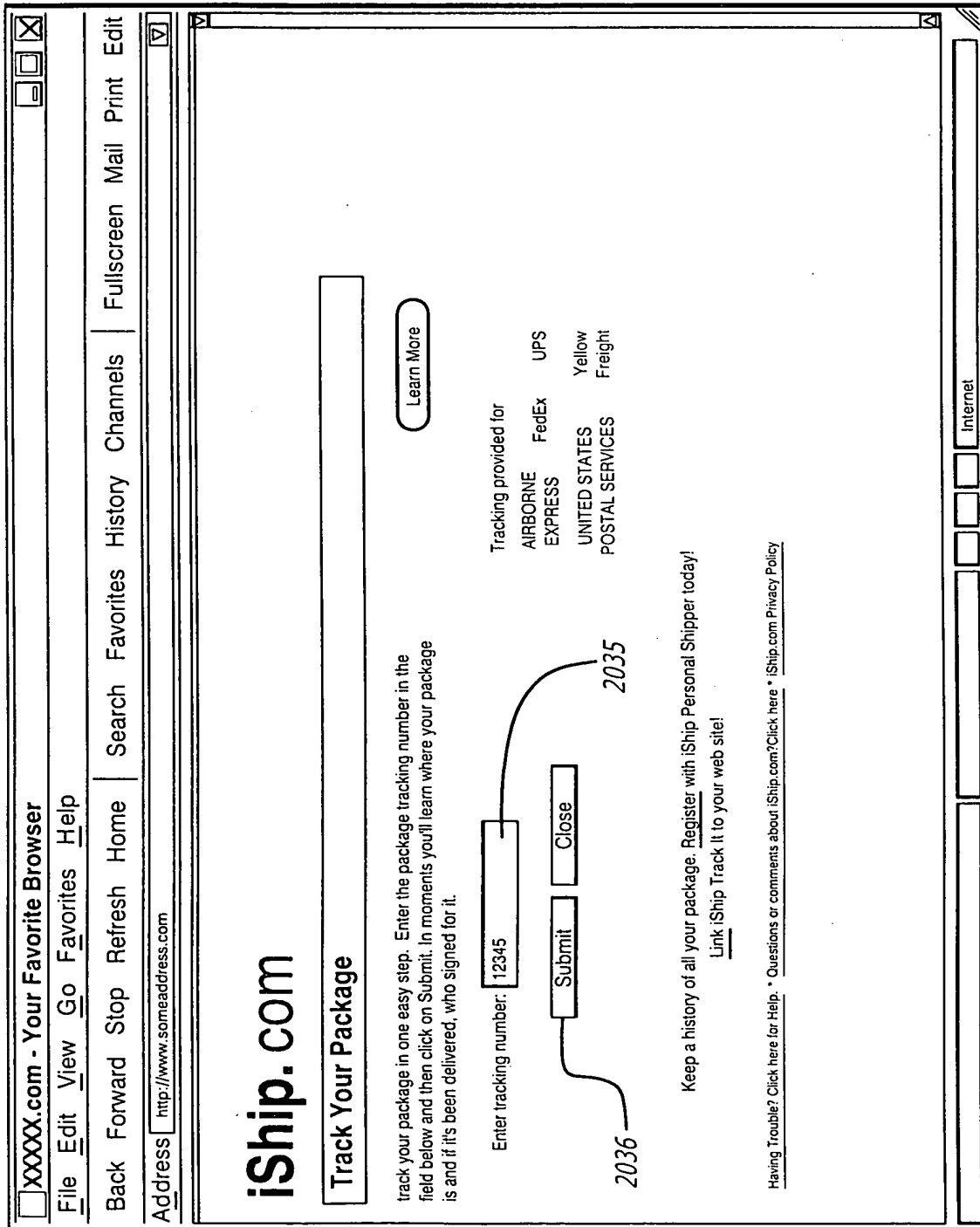
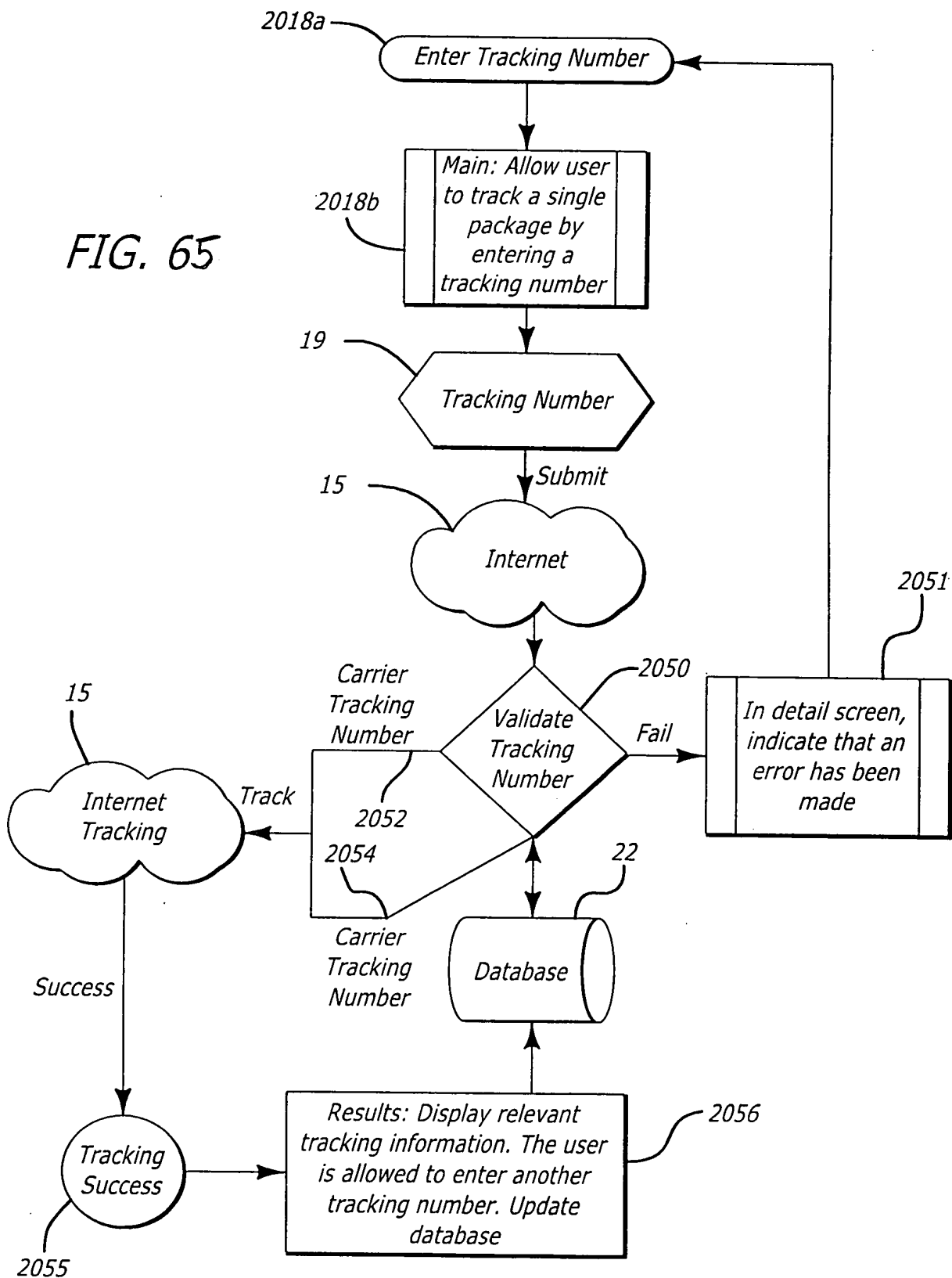


FIG. 6A

FIG. 65



```

<iship.com.request xmins="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
  <header mode="interactive">
    <version major="0" minor="1"/>
    <batch id="AE5E54F08E2311d3984900A0C9D6C226"
url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
  </header>
  <signon sessionid="" userid="test" password="7777777"/>
  <trackit>
    <package sequencenumber="1">
      <trackingnumber carrier="ups">
        1Z1812530202075466
      </trackingnumber>
    </package>
  </trackit>
  <logoff/>
</iship.com.request>

```

*FIG. 66*

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
  <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
systemrcode="0"/>
  <trackit>
    <package sequencenumber="1" packagercode="0">
      <deliveredto> </deliveredto>
      <deliverylocation>LEFT AT 3S</deliverylocation>
      <signedby>HOWARD</signedby>
      <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
      <status>Delivered</status>
      <deliverytime>9/1/99 1:50:00 PM</deliverytime>
      <carrier>UPS</carrier>
      <service>2ND DAY AIR</service>
      <shipdate>8/28/99 </shipdate>
      <trackingnumber>1Z1812530202075466</trackingnumber>
      <scanlocation>FORT HAMILTON, NY US</scanlocation>
      <weight>400</weight>
    </package>
  </trackit>
</iship.com.response>

```

*FIG. 67*